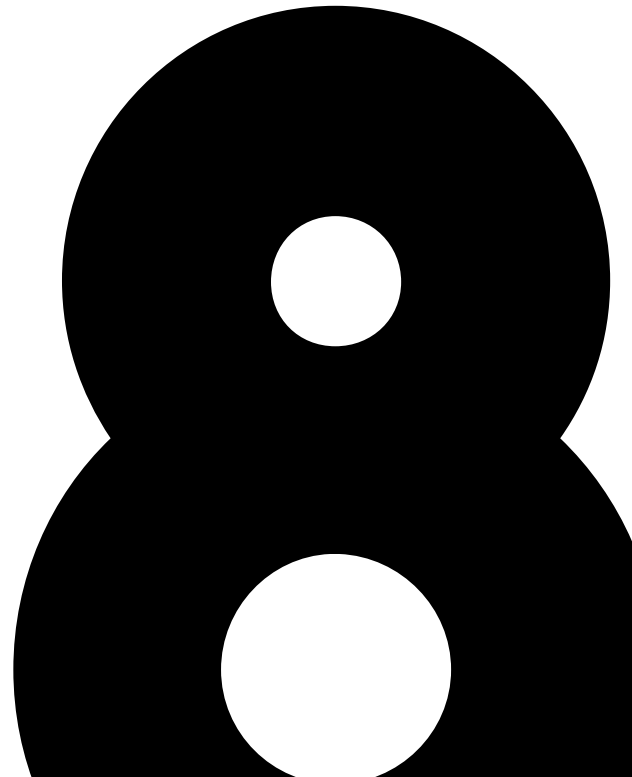


WELCOME
TO THIS
GUIDE
TO

THE CLASS OF

THE FIRST YEAR
EXPERIENCE



WELCOME TO HOLY CROSS!

Congratulations, Class of 2028, and welcome to Holy Cross!

The months leading up to your first day of college are full of excitement, anticipation and many questions. We've gathered together some of the key elements of the Holy Cross experience here for you, in the hope that it will help you begin to identify and sort your own questions, and think toward what your goals and aspirations might be.

A critical element to the college experience, and particularly the one you'll have at Holy Cross,

is identifying your interests and passions, and charting a path that lets you pursue those in a meaningful way. You'll find an array of supporters who will help you on that journey, from academic advisors to invested and caring faculty members to staff.

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You may be wondering what to expect in your first year – new people, new classes, new experiences. Here are three things that you can expect from this year:

- **You're going to be exposed to differences.** As you get to know others, you're going to meet people from so many different backgrounds, beliefs and experiences. Through your courses and other co-curricular experiences, you're going to be exposed to new and different, and sometimes competing, perspectives and ideas.
- **You'll be encouraged to engage in a way that's fundamentally Ignatian: with intention, reflection and respect.** As you grapple with the new ideas and perspectives that you'll encounter in your coursework, you'll have the opportunity to reflect and make sense of what that means for you: What do you believe? What issues are your issues? What do you care about? And as you meet others in clubs, on the field or in your courses, you're going to have to be intentional and sensitive to the differences you encounter as you make new friends and figure out how to live together in community.
- **You'll have plenty of support when you need it.** Everyone will be able to turn to their Montserrat professor, first-year advisor, Orientation Leader(s) and Resident Assistant(s). You'll also have your class dean and class chaplain. Some of you might also have coaches, supervisors and club leaders to lean on. And, you and your classmates will provide support to one another as you traverse these experiences together.

Each member of Holy Cross brings their own background, experiences and unique characteristics, which is part of what makes our campus community so dynamic. Through this guide, you'll start to get a glimpse of the many ways that you can shape your college experience, as you think about the first steps of this journey.

GETTING CONNECTED

FOR FAMILIES

Welcome to Holy Cross!

As your student begins Holy Cross, we are also excited to welcome you as members of the Holy Cross community.

At Holy Cross, we recognize that although students are the drivers to their Holy Cross education, family involvement is important on their journey through emerging adulthood. We seek to engage, educate and inform parents and families so they can offer effective coaching and support to their developing student(s). The Office of Parent and Family Engagement will serve as a primary point of contact for you throughout your student's time at the College.

In addition to reviewing this guide and the information below with your student, we encourage you to explore the parent and family audience page on the Holy Cross website (holycross.edu/parents-and-families). This site includes links to key campus resources, tips, important dates and more. Please encourage your student to reach out to the College with questions or concerns they may have.

As your student is preparing to begin college and is working to navigate this new transition, we recognize you might also have questions, concerns, or be looking for guidance on how to best support them. We are here to help you! Please keep an eye out for our onboarding emails throughout the summer and join us for the "From The Hill to You" webinar series this summer. See your email for registration information.

Please be in touch with us should you have questions. We look forward to connecting with you.

Sincerely,

Cathleen Doane Cannon

Director of Parent and Family Engagement
family@holycross.edu

(508) 793-3344

HOLY CROSS PARENT PORTAL

A portal for parents/guardians and other authorized users allows access to the student academic records system (STAR). Your student will receive an email with instructions to set up their network account in late May, to the email used to apply to Holy Cross. That account must be set up to access STAR.

Students control who has access to the parent portal and what information they may view. Under FERPA (Family Education Rights and Privacy Act), a student's account is private unless they grant access to it. A student can grant access to others by creating an authorized user account. If no authorized user is established, only the student will have access to their eBill and grades. Students are encouraged to grant access to their parents/guardians.

For parent/guardian access to TouchNet, the portal to view the semester eBill starting in late June to make payments, students must grant permissions separate from STAR access.

Instructions for students to grant access to authorized users, such as parents/guardians, to 1) STAR for academic and financial aid records and 2) TouchNet to view and pay the bill are available on the [Bursar's Office](#) website.

EMERGENCY CONTACT INFORMATION

When students access STAR, they will be asked to enter emergency contact information. Please assist your student to ensure that information is accurate.

COLLEGE COMMUNICATIONS

Holy Cross publishes a monthly Holy Cross Magazine e-newsletter, a monthly Parent and Family Engagement newsletter and a full-color

publication, Holy Cross Magazine, which is mailed to homes three times a year.

In order to receive these and other College communications and to ensure that our records are up-to-date, please complete the Family Information form at bit.ly/HCFamilyform. Or scan the QR code:

FROM THE HILL TO YOU

Periodically throughout the year, the Office of Parent and Family Engagement offers this webinar/podcast series specifically for families. Sessions cover a variety of topics with the goal of providing information and highlights from life on The Hill to help families support their students. All episodes are recorded and made available on our website. Recordings are often offered with Spanish and Chinese subtitles and transcripts. For incoming families, these webinars will begin this summer to assist you in preparing for your students' Holy Cross experience.

SAVE THE DATE!

Mark these special family events on your calendar:

Mass of the Holy Spirit - August 21, 2024

College tradition, faculty, administration and staff welcome new students on Move-In Day with blessings, and parents and families wish them well as they begin their new journey.

Family Weekend - September 20-22, 2024

Parents, grandparents and other family members are invited to campus each fall to catch up with their student and explore Holy Cross. Registration will open this summer. Learn more: holycross.edu/family-weekend.

OUR JESUIT MISSION

Jesuit education champions the education of the whole person – including each individual’s intellectual, social and spiritual dimensions. In the Jesuit tradition, Holy Cross views every facet of students’ growth as interconnected and complementary. Students of all faith traditions and beliefs are welcomed to Holy Cross and encouraged to think deeply about what they learn here, align that knowledge with their personal beliefs and translate their understanding into meaningful action on campus and in the world. By embracing the call to live as “people for and with others,” everyone in our community shares in this ongoing process of growth.

THE COLLEGE CHAPLAINS AT CAMPION HOUSE

Coffee, social justice, support, contemplation, friends, homemade cookies, prayer, community service, worship, retreats – what do all of these things have in common? These are some of the things the Chaplains’ Office at Campion House is known for.

Campion House and the chaplains who work here are a resource for Holy Cross students of all faiths and

Contemplative Center provide opportunities to step away from campus life to slow down, connect with the natural world and build community as you contemplate your hopes and dreams, your relationship with God and the person you are becoming. Ignite is our retreat for first year students – the retreat fills quickly so register when you arrive on campus ASAP!

SPUD

Student Programs for Urban Development (SPUD) is a student-led service and justice initiative with over 30 partnerships at schools, shelters, nursing homes and other local organizations. Engage with the greater Worcester community by getting involved in SPUD, the largest student organization on campus. SPUD volunteer recruitment takes place the first week of September on campus.

Immersion Programs

The Arrupe Immersion Program provides students with the opportunity to build relationships across economic, regional and cultural differences within the United States. With over 20 different locations in a range of urban and rural communities, these opportunities to travel and form friendships are a highlight of many students' Holy Cross experience.

Soul Squads

Soul Squads are chaplain-led small group opportunities for students to have conversations

ACADEMICS

Think of your academic plan at Holy Cross like a mosaic, with one-third of the pieces associated with your major, one-third comprising the Common Requirements and the final third representing the pieces that will complete your unique academic picture. While decisions about your first semester are important as you start creating your educational plan, you have seven more semesters to put all of the pieces together. That's plenty of time to explore your academic interests and create something special!

You'll decide which four courses to take each semester. During your first year, one of your courses each semester will be a Montserrat seminar. These seminars allow all first-year students to work closely with faculty in small class settings and connect with other first-year students through participation in interesting co-curricular activities – part of an academic program that we hope will be an exciting, productive and meaningful dimension of your life at Holy Cross and beyond. You can read more about Montserrat in the next section.

Navigating through the course selections can be exciting and intimidating. As you prepare to make your course selections, consider the following points:

- **Be thorough.** Look through all of the courses before selecting your top preferences. When considering Montserrat seminars, remember that each cluster includes a variety of seminars on different topics, and each seminar is designed to provide a rich educational experience; think about major themes that spark your interest as you compile your

list of preferred two-semester seminars.

- **Be open-minded.** Take advantage of the opportunity to explore the curriculum with an eye toward finding your home in a potential major. Our Common Requirements will provide exposure to new ideas and perspectives in a variety of disciplines, but don't be too anxious to complete all of them right away. Allow yourself the pleasure of taking courses simply because they are intriguing or different from anything you have ever studied.
- **Plan ahead.** Explore all of the wonderful on-campus experiential learning opportunities and the off-campus academic opportunities available during your time at Holy Cross. We encourage all students to consider study abroad, taking the appropriate language courses early if needed.

Throughout your time at Holy Cross, your **Class Dean, Rob Bellin**, and your academic advisor will assist you with your academic program and will be important resources for you as you adjust to college life. During the summer, you can address questions to your Class Dean at classdean2028@holycross.edu. You will also have the opportunity to meet with an academic advisor in an online session during June to discuss course selection. At the end of the summer, you will be assigned to your academic advisor. Your first meeting with your advisor will be set up at the beginning of the semester so that you can introduce yourself and begin discussing issues of interest to you. You'll meet several times with your advisor during your first year.

YOUR FIRST SEMESTER

The normal course load for students at the College is four courses, excluding labs and practicums. All first-year students will enroll in one Montserrat seminar and three additional courses each semester.

We pride ourselves on small

Common Requirements

All students are required to complete courses in the areas of the curriculum listed below. Each of these areas represents a basic mode of inquiry or way of knowing the world. To enter into

LEARNING BEYOND THE CLASSROOM

At Holy Cross, we believe that all students should participate in at least one experiential learning opportunity and that participating in multiple experiential learning opportunities is an excellent way to personalize your degree and to gain valuable experience and expertise. The J.D. Power Center for Liberal Arts in the World hosts a number of these opportunities. Here's how to get involved:

- Enroll in a course with a community-based learning component, which emphasizes the connections between the classroom and the city of Worcester by placing students for hands-on experience with community partners. Check with the Donelan Office of Community Based Learning for a list of qualifying courses.
- Put your persuasive skills to the test by signing up for one of the trial teams, including Mock Trial, Moot Court and Mediation Team.
- Conduct original research through the Weiss Summer Research Program, which provides a stipend and on-campus housing, and a scholarly experience that is hard to beat. Students in all class years are eligible to apply.
-

RESOURCES

Academic Advisors

Advising at Holy Cross is a personal process that reflects each student's intellectual journey. Our advisors take on the role of mentor and sounding board, working with students to discuss the range of academic and career options available. In your first year, you're assigned an advisor who works exclusively with first-year students and will help you navigate all aspects of your academic experience, not just class selection. Once you declare a major, you'll be assigned an advisor within that department.

Class Dean

Dean **Rob Bellin**, Professor of Biology and Dean for the Class of 2028, will be engaged with your class during your four years, and plays a crucial role in monitoring and helping to advance individual students' progress. You can reach out to him with any questions regarding your academic journey or for help connecting with resources to support your academic success.

Libraries

Holy Cross libraries make it possible for you to access just about every book, text or electronic resource you'll ever need. Professional librarians are available, through a personal or professional email address, to help you find what you need.

dr2

IMPORTANT DATES

Fall 2024

First-Year Students arrive

Wednesday, August 21

Classes begin

Tuesday, August 27

Family Weekend

Friday, September 20 through Sunday,
September 22

Last class day before Fall Break

Friday, October 11

Classes resume after Fall Break

Monday, October 21

Last class day before

Thanksgiving Break

Tuesday, November 26

Classes resume after

Thanksgiving Break

Monday, December 2

Last class day

Friday, December 6

Study period

Saturday, December 7 through

Tuesday, December 10

Finals begin

Wednesday, December 11

***Finals end and residence halls close**

Monday, December 16

Spring 2025

Residence halls open

Sunday, January 19

Classes begin

Tuesday, January 21

Last day before Spring Break

Friday, February 28

Classes resume after Spring Break

Monday, March 10

Last day before Easter Break

Wednesday, April 16

Classes resume after Easter Break

Tuesday, April 22

Academic Conference Day (no classes)

Wednesday, April 23

Last class day

Monday, May 5

Study period

Tuesday, May 6 through Friday, May 9

Finals begin

Thursday, May 10



MONTSERRAT

Montserrat is an innovative program for all first-year students that provides an intensive introduction to liberal arts education through a rigorous, multidimensional academic experience. The seminar – a small, year-long class in which students work closely with professors on a variety of topics – lies at the heart of the program. In this small class setting, students engage in shared inquiry and explore a variety of intellectual perspectives on important questions. In the process, students develop the writing, speaking, critical thinking and reflective skills necessary for success in their Holy Cross education and life after graduation.

Montserrat seminars are grouped into six thematic clusters (Contemporary Challenges, Core Human Questions, Divine, Global Society, Natural World and Self). Each cluster examines a theme represented by the varied topics examined by faculty members teaching in the cluster. Montserrat faculty organize regular co-curricular events and activities for each cluster to reinforce and enhance students' experiences in their seminars. These experiences seek to foster a sense of belonging in the Holy Cross community, encourage a passionate commitment to local and global community, and fuel an enduring quest for intellectual, personal and spiritual challenges.

Students within each cluster live in the same residence hall, immersing them in the spirit of community and intellectual exchange that Montserrat inspires and Holy Cross values. Big ideas addressed in the classroom or at cluster events serve as springboards for conversations that continue over dinner or during a late-night study break – which in turn give rise to enduring friendships.

The following pages include descriptions of this year's Montserrat cluster themes. You should also take time to explore the detailed descriptions of seminars in these clusters online (<https://www.holycross.edu/holy-cross-approach/montserrat/clusters-and-seminars>). We encourage you to select a range of Montserrat seminars that interest you from across at least two clusters. Remember, you are selecting full-year seminars to enroll in, not clusters. Complete instructions on how to select your six preferred seminars can be found online.

If you have questions, you may contact **Professor Alison Ludden**, Director of Montserrat, at (508) 793-3003 or at al_ludden_holycross.edu.



CONTEMPORARY CHALLENGES

Our theme for this year is imagining being “for and with others.” Our cluster acknowledges that our Jesuit mission challenges us to live lives in service of and in solidarity with others, but what does this actually entail? What structural, cultural, ethical, epistemic and historical challenges exist that might restrain our ability to enact this call to its fullest? Through explorations of history, literature, music, emotion and science we seek both positive models of cura personalis as well as

GLOBAL SOCIETY

Globalization is a term with which we are all familiar, though its definition is constantly evolving in order to designate a complex, dynamic phenomenon. As a whole, the Global Society cluster explores the changing meanings of globalization from multiple perspectives. What does globalization mean for individuals in a given time or place, for instance in Worcester today? How do individual experiences intersect with much broader forces? Together, through various approaches across disciplines, we will examine how individuals have navigated cultural differences, and how communities around the globe experience personal, political and social change. Whose voices and stories often prevail? Whose have often been buried? In what ways do we find the past in the present? Our seminars will incorporate works by artists and scholars from a range of geographical regions throughout and beyond the United States. Cluster co-curricular

CAMPUS LIFE

THE HOLY CROSS COMMUNITY

Welcome to the active community and inclusive culture of Holy Cross. The College is full of opportunities to extend your learning experience beyond the classroom. You can pursue your personal interests through a variety of co-curricular activities, and you can help to meet the needs of others through a host of service programs. There are also ample avenues to develop your leadership skills, whether on a campus activity board or on the athletic fields, as well as to grow spiritually through reflective and outreach programs. To help you make the most of your Holy Cross education, we encourage you to take advantage of our many support services. From college-life transition to academic support to wellness programs, they are designed to fully engage you – mind, body and spirit.

Student Involvement and Leadership

The Office of Student Involvement (OSI) supports a range of clubs and activities available to complement students' academic endeavors and provide a holistic collegiate experience. New students are highly encouraged to join organizations and participate in campus activities in order to acclimate to the campus and connect with their peers. Do you want to learn a new dance style? Stop by a rehearsal for one of the many dance organizations and perform in one of the many annual showcases. Play in the marching band? Holy Cross spirit programs consist of

cheer, marching band and pep band. These groups promote Holy Cross pride and engage in fan experience opportunities campus wide. Develop your professional skills? Host a radio show? Advocate for those in need? We have involvement opportunities for these activities and much, much more. You'll have an opportunity to learn more about the many opportunities, including nearly 100 recognized student organizations, at the annual Co-curricular Extravaganza held at the beginning of the fall semester, or you can begin exploring now on myHC.

In addition to clubs and activities, OSI provides leadership programs and workshops that occur throughout the year. These leadership experiences provide a variety of tools and resources that allow students to infuse their talents into curricular, co-curricular and vocational pursuits.

Justice, Equity, Belonging, and Identity

In every aspect of our community, Holy Cross champions diversity, equity and inclusion. As a Jesuit, Catholic, liberal arts college, we know that the best way to understand the

Registering for Housing

The unique living-learning approach of our Montserrat program is supported through our residential structure; to help increase their own class identity and foster the building of strong social support networks, first-year students are placed in specific residence halls based on their assigned Montserrat cluster.

To secure your placement in on-campus housing, please complete and sign your Housing and Board Agreement, including the First-Year Roommate Matching Survey found in our housing software program called The Housing Director (THD) – Self-Service. This survey is designed to match students by compatibility according to basic lifestyle habits and preferences. All first-year students have their roommates assigned to them through this roommate matching system. You can find this link on the Forms and Action Due Dates section of the Incoming Students Website.

You will receive an email once housing assignments are available to view online in early August; you can log into THD – Self-Service to learn your residence hall and room assignment. Once posted, roommate and residence hall changes cannot be made. More information about THD and housing deadlines can be found on the Incoming Students Website.

Students with learning, physical or other disabilities who desire to request reasonable accommodations, including housing accommodations,

should contact the Office of Student Accessibility Services to request reasonable accommodations or to obtain documentation guidelines by calling the Office of Student Accessibility Services at (508) 793-3693, by email at hcaccessibility@holycross.edu or by visiting <https://www.holycross.edu/health-wellness-and-access/office-accessibility-services/contact-disability-services>. Incoming first-year students should request reasonable accommodations prior to June 16, 2024 at 5:00 p.m., whenever possible.

DINING

We firmly believe that today's hard working college students should be rewarded with a dining experience that is palate-pleasing, healthy and entertaining. As a multi-award-winning dining program, Holy Cross offers full service dining services to the entire campus community, including students, faculty, staff, alumni, parents and campus guests. The health and wellbeing of our students are our first priority, and you will get to know us well during your years on The Hill. Your food plan includes two types of dining options: "meal swipes," (unlimited access to Kimball Hall, and 8 meal swipes per week at participating retail locations), and "Dining Dollars," which are accepted at any of our retail locations.

Standard Food Plan

All resident students are required to purchase a food plan and are automatically assigned to the Standard

Food Plan. This plan provides unlimited access to our all-you-care-to-eat dining located in Kimball Hall. Come and go as often as you'd like throughout the day during operating hours, for either snacks or meals. In addition to unlimited "meal swipes" at Kimball Hall, our Standard Meal Plan also includes 8 retail meal swipes per week that can be used at participating retail locations. Beyond our meal swipe options, our plan includes \$425 Dining Dollars, to be used at our retail dining locations across campus. Dining Dollars do not carry over and must be used before the end of the semester. Our retail location details, menus, and hours of operation can be viewed on our website at [HolyCross.edu/dining](https://www.holycross.edu/dining).

Nutrition and Allergy Information

Whether you have food allergies, dietary restrictions or simply need some assistance with your food selections, Holy Cross Dining can provide the resources to help you make delicious choices safely and easily.

Nutrition information for all dining locations can be found in the myHC

given priority for all positions, which are filled on a first-come, first served basis.

Job Preparation List

- Students who are interested in campus employment should see the Incoming Students Website for additional information, including necessary forms, deadlines and timing of information recruitment sessions.
- Be sure to review the required [I-9 documentation](#)

All incoming students must complete and submit the Health Services medical record forms located on the Health Services Website by August 12th, 2024, or one week prior to arriving on campus, whichever comes first. It is Massachusetts State Law that all health forms are completed. If you do not hand in your forms, you may be unable to live on campus until forms are completed. See the Health Services Website for deadlines and additional information: <https://www.holycross.edu/health-services/medical-forms>

Student Wellness Education

Student Wellness Education develops, implements and assesses a comprehensive continuum of evidence based initiatives and strategies that mobilize, create and sustain campuswide health and wellness promotion practices in order to cultivate a healthy community, so students can thrive and reach their fullest potential. Our office and some of our programs are located in The Jo, our new Recreation and Wellness Center.

Services provided include:

- Alcohol and drug education and prevention
- Substance-free community activities and support
- Student recovery resources
- Sexual and interpersonal violence education and prevention
- Mindfulness and stress management opportunities
- Sleep and self-care education and opportunities
- Wellness coaching with professional staff and peer wellness coaching with current Holy Cross students

CAMPUS RECREATION

Recreation is an important part of each person's individual wellness, and at Holy Cross we strive to offer

opportunities for you to get involved in an array of activities outside of Division I athletics.

These activities help build strength and dexterity while enhancing fitness, and include options like skiing, ballroom dancing and horseback riding, in addition to more typical offerings such as soccer and volleyball. Intramurals and club sports are a great way to stay active, make friends, exercise your competitive side and develop leadership skills that will last a lifetime.

While organized athletics are one of the most popular fitness activities on campus, they are by no means the only option. Campus Recreation also facilitates fitness classes geared towards all fitness levels such as yoga, Pilates, spinning and Zumba that are taught by certified students and professional instructors. Other fitness opportunities include participating in off-campus outings, joining performance groups such as Dance Ensemble and getting involved with service organizations.

The Joanne Chouinard-Luth Recreation and Wellness Center

There are a number of facilities on campus for recreation and wellness, but the newest is the Joanne Chouinard-Luth Recreation and Wellness Center, which opened in 2021. "The Jo," as it's known around campus, contains sports courts, a jogging track, weight rooms, locker rooms and rooms for yoga, spinning and other fitness classes. Appointments are available so students can learn how to use the equipment and get started with a workout routine. The center is home to all club and intramural sports, as well as recreation, fitness and wellness programming for students, faculty and staff.

Club and Intramural Sports

You don't need a 90-mph fastball or

lightning speed to play sports at Holy Cross. Our club and intramural sports teams allow students to compete in a range of activities without the commitment required by full-time varsity athletics. There are over 20 club sports teams, with competition ranging from recreational to highly

University, Bucknell, Colgate, Fordham (football only), Georgetown (football only), Lafayette, Lehigh, Loyola (Md.) and Navy in conference play.

In non-league competition, the Crusaders face numerous top Division I programs, including many opponents from the Ivy League, Metro Atlantic Atlantic Conference and America East Conference. The men's ice hockey team is a member of the Atlantic Hockey Association, while the women's ice hockey squad competes in the Hockey East Association. With more than 700 student-athletes, Crusaders are recognized for their outstanding achievement in athletic competition and in the classroom, ranking among the top schools in Division I in student-athlete academic performance and graduation success rates.

SPIRIT PROGRAMS

Holy Cross Bands

Established in 1845, the College's bands include the Goodtime Marching Band and the Bettertime Pep Band. The Holy Cross Bands are committed to serving and engaging the campus community with quality music, talented musicians and creating memorable experiences. Members of HC Bands participate in an inclusive and safe environment in which all are welcomed and valued. This is manifested through a commitment to upholding the highest standards, academically and musically.

We are actively seeking new members to participate in our ensembles. We accept all interested members, including those with no experience. For more information, please email bands@holycross.edu or visit Holy Cross Bands on myHC.

Cheer Team

The cheer team is responsible for promoting Holy Cross athletic competitions, generating school

spirit and fan engagement at various events campuswide. The cheer team is present at home football, men's and women's basketball games and participates in select travel games each year. Members come from a variety of backgrounds including all-star cheer, high school varsity cheer team, and or a number of other sports such as gymnastics, dance and more.

We are actively seeking new members to join the cheer team. We accept all interested members, including those with no experience. For more information, please email Mackenzie Drew, Assistant Director for Spirit Programs, mdew@holycross.edu.

RESOURCES

Bookstore

The Bookstore, owned and operated by the College, offers a wide selection of high-quality imprinted apparel and gifts for students and their families in store and online at <http://bookstore.holycross.edu>. Textbooks and required course materials are available for purchase from the online catalog at <https://bncvirtual.com/collegeholycross>. Please note that textbooks should be purchased online before coming to campus, as books are not available for purchase in the store.

Crusader OneCard

The Crusader OneCard is your official identification card. While on campus, you should carry your OneCard at all times, as it serves many purposes, including entry into access-controlled residence halls, athletic facilities, sporting events and entertainment events on campus, and access to campus services such as meal plans and library book checkout.

Information Technology Services

Technology support is provided through the Help Desk in Information Technology Services (ITS), located in the basement of Fenwick Hall. ITS

staff can assist with applications used by students, including Gmail (email), STAR (online student information), Microsoft Office, and Canvas (course management system). We also help with network problems involving PCs and Macs, including devices such as Apple TV, Google Chromecast, Amazon Fire TV, gaming consoles and web-enabled televisions. See the Help Desk website for more information: <https://www.holycross.edu/its-help-desk>

Mail Services

The Mount Saint James Station Post Office is conveniently located in the Hogan Campus Center, adjacent to the Bookstore. Students are assigned a box number they'll use all 4 years, which can be found by logging into STAR. Please do not use "P.O. Box" but rather "HC Box" or simply the four digits as these are not true P.O. boxes so parcels addressed as such may be delivered elsewhere in Worcester. For the most efficient means of receiving your mail, please have senders use the following format:

Student Name -

*For 4-digit mail room
or mailbox from STAR*

College of the Holy Cross
1 College Street
Worcester, MA 01610-2395

Parking and Transportation

First- and second-year students are not permitted to have vehicles on campus.

The College has partnered with Uber to provide student transportation solely for College-sponsored service work in the Worcester area. We partner with Zipcar to provide car rental service to students and community members who are 18 years of age or older. The Student Government Association provides shuttles each weekday (Monday through Friday) to area shopping and throughout Worcester each weekend (Saturday and Sunday).

OFFICE OF THE BURSAR

The Office of the Bursar is primarily responsible for the managing and maintaining of student tuition accounts. The office sends out the semester bills for tuition and fees as well as crediting your account for payments and financial aid.

Holy Cross uses e-billing to improve convenience and service, to reduce cost and to provide quick access to billing information. An email notification will be sent to students and their authorized users when the monthly bill is available. Tuition bills will reflect any financial aid awarded as of the issue date. Updated bills are available at the beginning of each month. Students may view their tuition account and billing statements at any time using the TouchNet Bill+Payment link on their Student Academic Records System (STAR) account.

TouchNet Bill+Payment access is available to parents/guardians and other authorized users; students will determine who has access to TouchNet and what information they may view in order to be compliant with the Family Educational Rights and Privacy Act of 1974 (FERPA), a federal law enacted to protect the privacy of students. If an authorized user is not established, only the student will have access to the e-bill. Students are encouraged to grant access to their parents/guardians or any other individuals who may be assisting them with their financial responsibility.

The College is committed to being transparent about its billing and payment policies/procedures. We want our students to be aware of these policies and thus their responsibilities. Students will need to complete a Financial Responsibility Agreement

(FRA) every semester in order to participate in course enrollment. The FRA, in conjunction with our website, e-bill, letters and other documentation, helps define the College's expectations for payment and allows us to clearly inform students of our policies related to billing, late payments, contact methods, etc. Further information about the FRA can be found on the Bursar's website at holycross.edu/bursars-office/financial-responsibility-agreement.

Please visit the Bursar's Office website, holycross.edu/bursars-office, for more information about:

- Payments, policies, and procedures
- ~~Payment plans~~

obligations to one another?"

Respect for another individual is the foundation of healthy relationships and the key to prevention. It is with this concept in mind that the office also conducts training and prevention education to ensure the campus community understands the definitions of prohibited conduct, their rights under campus policies, and available resources at the College and in the community. Please visit the departmental website to access the Sexual Misconduct Policy and the Interim Discrimination and Discriminatory Harassment Policy and Procedures: <https://www.holycross.edu/office-title-ix-and-equal-opportunity>

Incoming Students Website

www.holycross.edu/firstyearguide

Don't forget, check the Forms and Actions Due Dates tab for important links and deadlines.

Academic Services and Learning Resources

Hours: Monday through Friday 8:30 a.m. – 12:00 p.m. and 1 p.m. – 4:30 p.m.

Phone: (508) 793-2713

Email: academic_services@holycross.edu

Accessibility Services

Hours: Monday through Friday 8:30 a.m. – 12:30 p.m. and 1 p.m. – 4:30 p.m.

Phone: (508) 793-3693

Email: accessibility_services@holycross.edu

For more information on submitting a request for accommodations, please visit the Forms and Actions Due Dates section of

the Incoming Student Website.

Bookstore

Hours: Please see www.holycross.edu

for current operating hours

Phone: (508) 793-3393

Email: bookstore@holycross.edu

Online catalog:

<http://bookstore.holycross.edu>

Bursar

Hours: Monday through Friday, 8:30 a.m. - 4:30 p.m.

Phone: (508) 793-2521 or

(508) 793-3493

Email: bursar@holycross.edu

Class Dean

Rob Bellin, Professor of Biology and Dean of the Class of 2028

Phone: (508) 793-2532

Email: classdean2028@holycross.edu

College Chaplains

Hours: Monday through Friday 8:30 a.m. – 10 p.m.; Sunday Noon – 10 p.m.

Phone: (508) 793-2448

Class Chaplain

Omondi Andrew
and **Salena Ibrahim**

Email: andrew@holycross.edu

Counseling & Psychological Services (CAPS)

Phone: (508) 793-3363

Email: human@holycross.edu

Hours: Monday through Friday 9:00 a.m. – Noon & 1:00 – 5:00 p.m.
Urgent Care (same-day, walk-in appointments) at 10 a.m. & 3 p.m.

Dining Services

Phone: (508) 793-3384

Email: dining@holycross.edu

Health Services

Hours: Monday through Friday,
9 a.m. – noon and 1 p.m. – 5 p.m.

Phone: (508) 793-2276

Physician on call after hours:
(508) 334-8830

Financial Aid

Phone: (508) 793-2265 or
(508) 793-2266

Email: nancialaid@holycross.edu

Information Technology Services (ITS)

ITS Help Desk

Hours: Monday through Friday,
8 a.m. to 5 p.m.

Phone: (508) 793-3548

Email: helpdesk@holycross.edu

Student technology information:

<https://www.holycross.edu/its-help-desk/student-technology>

Montserrat

Alison Ludden, Director

Phone: (508) 793-3003

Email: aludden@holycross.edu

Gateways Orientation

Patrick Rogers,

Director of Orientation and Transition

Phone: (508) 793-2603

Email: gao@holycross.edu

Parent and Family Engagement

Cathleen Doane Cannon, Director

Phone: (508) 793-3344

Email: families@holycross.edu

Public Safety

Hours: Staffed 24/7

Routine Calls: (508) 793-2224



DON'T FORGET!