Volunteer State Community College

Advising Resource Manual

Office of Advising

Philosophy of Academic Advising
Volunteer State Community College takes pride in its commitment to academic advising. The focus of this commitment lies in the great educative value of advisors teaching students to set meaningful, self-directed, life-enhancing goals. Learning decision-making skills is not an easy task. The learning process needs to be facilitated by knowledgeable and caring faculty and staff members. The advisement function, utilizing trained advisors, often initiates this self-exploring process. Advisement is more than selecting courses; it is also Volunteer State Community College’s dedication to the overall growth and development of the student.

This manual has been compiled and updated by the staff of the Office of Advising in July 2020.

Publication #15723-1778 -- Volunteer State Community College does not discriminate on the basis of race, color, religion, creed, ethnicity or national origin, sex, disability, age status as a protected veteran or any other class protected by Federal or State laws and regulations and by Tennessee Board of Regents policies with respect to employment, programs, and activities.

The following person has been designated to handle inquiries regarding nondiscrimination policies: Manager of Employee Relations & Equity, eeo@volstate.edu, 1480 Nashville Pike, Gallatin, TN 37066, 615-230-3592. Volunteer State Community College policy on nondiscrimination can be found at https://www.volstate.edu/non-discrimination-policy. (Updated July 2020)
Advising FAQ’s

Q. Are there any university parallel courses that students can take if they are enrolled in Learning Support courses in Reading and Writing?
A. Yes, students can register for many General Education courses coincident with Learning Support courses in Reading and Writing. This was a new directive from TBR for fall 2020.

Q. If students took CIS 100 in the past, will they now have to take INFS 1010?
A. No. INFS 1010 is merely the new designation for what previously was named CIS 100. This is true for other courses whose rubric has changed over the years.

Q. If students fail a course and retake it will the old grade remain on the official transcript?
A. Yes, the old grade will remain on the transcript as part of the permanent record. The first grade, however, will not be counted into the GPA calculation. The second attempt is what will count, even if it is a lower grade. After and including the third attempt, each successive attempt is averaged into the GPA.

Q. What if I am advising a student who declared a major but only chose it in order to receive Financial Aid? In actuality, the student is undecided.
A. Students can go to the Office of Advising and meet with an Advisor/Counselor or Completion Advisor who can provide career counseling for them. Two “career tests” are given on campus: the Myers-Briggs Type Indicator (MBTI) and the Strong Interest Inventory. There are also some free career instruments that the Advisor/Counselors and Completion Advisors can utilize as they assist undecided students. One of these is Type Focus.

Q. How do students find out what textbooks they need for classes?
A. They can go to the Vol State homepage and select “A-Z Index.” Then, they select the letter “B” and click on “Bookstore.” When they click on “Books” there is a dropdown box that allows them to choose “textbooks and course materials.”

Q. What can students do if they are struggling in their classes?
A. There are several options with respect to labs and tutoring. See page 25 in this manual.

Q. What do students do if they wish to drop a class?
A. See page 20 in this manual.

Q. Do students really get dropped from their classes if they don’t pay their bill by the deadline and/or have not secured Financial Aid?
A. Yes, if they have not made arrangements with the Financial Aid Office or set up a Deferred Payment Plan, they will be dropped from their classes if they do not pay their bill by the due date. The payment due dates can be found by calling the Business Office at 615-230-3585.

Q. Can students who are following a Tennessee Transfer Path (TTP) program make a substitution using a course that they took under their previous “Area of Emphasis?”
A. No. Students must follow The Tennessee Transfer Path (TTP) programs exactly as specified. There will be no allowed substitutions per policy for a course that is specified in the degree program. (Please note that General Education categories can allow courses to substitute into the category with a given Dean’s permission.)
Q. How do students make an appointment with their assigned advisor?
A. Students can either call or email their assigned advisor and state that they would like to set up an appointment. (Their assigned advisor’s name can easily be found if they log into Degree Works.)

Q. Do students really have to submit a college transcript from every institution they attended before Vol State?
A. Yes, they need to submit to the Office of Admissions an official (sealed) copy of each college or university they attended regardless of the number of classes successfully completed. Students have a one-semester grace period to submit college transcripts. So, it is important for them to submit them as soon as possible. Failure to submit transcripts at some point during their first semester at Vol State will cause students to be unable to register for their second semester.

Q. Who do students talk to about their in-state or out-of-state classification which affects their tuition cost?
A. The Office of Admissions.

Q. Is there anyone at Vol State students can talk to if they have no idea what they want to major in and/or what career path they would like to pursue?
A. Yes, full-time advisors (Advisor/Counselors and Completion Advisors) are trained career counselors and are happy to meet with students for career counseling. Students can contact the Office of Advising to set up an appointment for career counseling. There are career inventories and tests the advisors can use with students, most of which are free to students.

Q. What Vol State staff members can assist international students?
A. The Office of Admissions assists international students who apply to the College. However, if students wish to take English for Speakers of Other Languages (ESOL) classes, they can reach out to the Office of Advising or the Humanities Academic Division. Both offices have trained advisors to work with students who wish to take ESOL classes.

Q. If students would like to submit External Credit they received before applying to Vol State (such as CLEP, AP, International Baccalaureate Credit, etc.), to what office should they send it?
A. The Office of Admissions will accept the official scores from CLEP, AP, IB, etc. If students successfully pass a CLEP exam while enrolled at Vol State, they can submit their official scores to the Records Office.

Vol State Gallatin - Academic Divisions

Gallatin Business and Technology – Andrew White Dean

All Business and Technology Programs
Graham, Jennifer, Completion Advisor
Golden, Bridget, Completion Advisor
Guenther, Lindsay, Advisor Counselor

Accounting
Hammond, Shavonte’
Hoover, John

Administrative Professional Technology
Guenther, Lindsay

Business Administration
Espey, John
Foley-Roberts, Hope
Hoover, John
Rives, Anita

Computer Info. Tech. Cyber Defense
Iman, Abbas
Pinkerton, Freda
Said, Samuel
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<tr>
<td><strong>Computer Info. Tech. (CIT) Networking</strong></td>
<td>Bell, Martin</td>
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<td>Maynard, Jonathan</td>
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<td>Wakefield, Stephen</td>
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<td>Bell, Martin</td>
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<td><strong>Web App Developer, Level I &amp; II</strong></td>
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**Gallatin Health Sciences - Elvis Brandon, Dean**

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<tr>
<td><strong>All Health Science Programs</strong></td>
<td>Allen, Teresa</td>
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<td>Bowling, Valerie</td>
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<td>Cornish, Alisha</td>
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<td><strong>EMT Program, Paramedic Tech. Cert.,</strong></td>
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<td><strong>Paramedic AAS</strong></td>
<td>Ashley, Daniel</td>
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<td><strong>Alspaugh, Kevin</strong></td>
<td>Boyd, Lindi</td>
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<td>Buck, LuAnn</td>
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<td>Allen, Jana</td>
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<td><strong>Health Info Management AAS</strong></td>
<td>Matthews, Mel</td>
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**Gallatin Humanities – (vacant), Dean**

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<tr>
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<td>Perkins, Cassie Renease, Completion Advisor</td>
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<td>Martinez, Pedro, Advisor Counselor</td>
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<tr>
<td><strong>Art</strong></td>
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Communication: Journalism
Scott, Clay

Communication: Mass Comm. / Media / RADIO TV
James, Jennifer
Scott, Clay

Communication: Speech Communication
James, Jennifer
Johnson, Karen
Waltz, Sherri

English
Andrews, Emily
Black, Laura
Blomgren, Nancy
Eades, Rebecca
Hall, Arlo
Jeffers, Gregory
Mandeville, Betty
Michael, Shellie
Moore, Deb
Moore, Taylor
Morgan, Julie
Ormsby, Kelly
Previte, Suzanne
Sanchez, Jaime
Scott, Clay
Thomas, Edmon
Vandiver-Lawrence, Michelle
Waltz, Sherri

ESOL
Martinez, Pedro

Foreign Language
Sanchez, Jaime
Vandiver-Lawrence, Michelle

General Studies
Andrews, Emily
Berresheim, Catherine
Black, Laura
Blomgren, Nancy
Chanin, Cindy
Cocita, Jessica
Eades, Rebecca
Gorgie, Jean
Hall, Arlo
Hall, Mickey
Hutton, Clark

Jeffers, Gregory
Mandeville, Betty
McClister, Laura
Michael, Shellie
Moore, Deb
Moore, Taylor
Morgan, Julie
Ormsby, Kelly
Previte, Suzanne
Sanchez, Jaime
Scott, Clay
Thomas, Edmon
Vandiver-Lawrence, Michelle
Waltz, Sherri

Liberal Arts
Chanin, Cindy

Multi-Media Web Design (EMP)
Bishir, Steve

Music
Peterson, Lynn
Slaughter, Nancy

Music Business / Production (EMP)
Assante, Len
Bishir, Steve
Dove, Michael

Professional Music AAS
Bishir, Steve

Philosophy
Hutton, Clark
Shipley, Jeremy

Recording Industry Management (EMP)
Assante, Len
Bishir, Steve
Dove, Michael

Theater
Thomas, Edmon

Video Production (EMP)
Dove, Michael

Gallatin Mathematics and Science – Thomas Ekman, Dean

All Math & Science Programs
Larson, Josie, Advisor Counselor
Powers, Dana, Completion Advisor
Ray, Mallory, Completion Advisor

Nursing or Pre-Health
Larson, Josie
Agri-Business/Agri-Communications/Agri-Science
  Cropper, Samuel
Animal Care
  Smith, Donna
Biology AS (TTP)
  Bloom, Erin
  Carter, Robert
  Clifford, Phil
  Dye, Billy
  Hicks, Charles
  Malosh, Chrysa
Biotechnology
  Dolan, Joseph W
Chemistry AS (TTP)
  Kelley, Shane
  Malosh, Chrysa
Clinical Lab Science
  Milstead, Lauren
Pre-Dental Hygiene
  Dolan, Joseph W
Engineering - ALL TYPES (except CHEMICAL)
  Blakeman, Steve
  Farris, Timothy Hall
  Forrester, Elizabeth
  Frauendienst, Leah
  Lockamy, Floyd
  McVey, Vicky
  Ni, Lingli
  Sowell, Rita
Engineering - CHEMICAL only
  Kelley, Shane
Environmental Science AS
  Bloom, Erin
  Clifford, Phil
General Technology
  Farris, Timothy Hall
  Lockamy, Floyd
Geology/Geoscience AS (TTP)
  Cropper, Samuel
Industrial Technology
  Farris, Timothy Hall
  Lockamy, Floyd
Mechatronics
  Farris, Timothy Hall
  Kiely, Patrick
  Lockamy, Floyd
Mathematics; Mathematics and Science
  Conrad, Charles.
  Fenton, Shelley Dee
  Kenigson, Jonathan
Physics
  Farris, Timothy Hall
  Lockamy, Floyd
  Kenigson, Jonathan
Pre-Clinical Lab Science
  Milstead, Lauren
Pre-Health Professions: (General)
  Dye, Billy
  Shaw, Douglas
Pre-Health Professions: Dentistry
  Dolan, Joseph W
Pre-Health Professions: Medicine
  Ray, Mallory
Pre-Health Professions: Occupational Therapy
  Williams, Douglas
Pre-Health Professions: Optometry
  Dolan, Joseph W
Pre-Health Professions: Pharmacy
  Dolan, Joseph W
Pre-Health Professions: Physical Therapy AS TTP
  Williams, Douglas
Pre-Nursing
  Bible, Ondis N
  Blakeman, Steve
  Bruton, Greg
  Caldwell, Kimberly
  Dayhuff, Le-Ellen
  Dye, Billy
  Dyer, Peggy A
  Fenton, Shelley Dee
  Forrester, Elizabeth
  Frauendienst, Leah
  Kent, Jeffrey David
  Lester, Edith
  McVey, Vicky
  McVey, Vicky
  Milstead, Lauren
Moore, Jeffrey Todd  
Shariati, Mark M  
Shipman, Jerrod  
Yarborough, LaDonna  
Yarborough, Mary Norton

**Pre-Vet Tech AAS**

**Gallatin Social Science and Education - James Brown, Dean**

**All Social Science & Education Programs**  
Foster, Amanda, Completion Advisor  
Hilgadiack, Scott. Advisor Counselor

**Business/Managerial Economics AS**  
Eades, Grady  
Fuqua, David

**Criminal Justice**  
Cook, Kevin  
Tracy, Bradley

**Early Childhood Education, AAS & Certificates**  
Duncan, Penny  
Nieman Stacey  
Topping, Carol

**Early Childhood Education, AST**  
Foster, Amanda

**Economics/Business**  
Eades, Grady  
Fuqua, David

**Elementary Education**  
Bell, Keith  
Douglas, Joseph  
Duncan, Penny  
Pierce, Stella  
Williams, Philip

**Elementary Education, AST**  
Foster, Amanda

**Exercise Science**  
Fuqua, David  
McKinney, Justin  
Shriver, Kendall Joy  
Timberlake, Ron

**Geography**  
Bell, Keith

**Health**  
Fuqua, David  
McKinney, Justin  
Shriver, Kendall Joy

Smith, Donna

**Veterinary Tech. Assistant. Certificate**  
Wright, Kimberly Hope

**Veterinary Tech. (AAS)**  
Wright, Kimberly Hope

Timberlake, Ron

**Health, PE, & Sports Medicine**  
Fuqua, David  
McKinney, Justin  
Shriver, Kendall Joy  
Timberlake, Ron

Bucy, Carole  
Douglas, Joseph  
Eades, Grady  
Johnson, Peter  
McKinney, Merritt  
Pierce, Stella

**History**  
Cook, Kevin  
Tracy, Bradley

**Homeland Security**  
Cook, Kevin  
Tracy, Bradley

**Human Services**  
Fuston, Jamie  
Hardway, Sidney  
Martin, Connie  
Williams, Philip

**International Affairs AA**  
McKinney, Merritt  
McMillan, Scott

**Physical Education**  
Fuqua, David  
McKinney, Justin  
Shriver, Kendall Joy  
Timberlake, Ron

**Political Science**  
McKinney, Merritt  
McMillan, Scott

**Psychology**  
Dretchen, Vicki  
Hardway, Sidney  
Martin, Connie  
Mazza-Carter, Krista
Upper Cumberland Campuses

Vol State Cookeville - Lori Richards, Director
Vol State Livingston - Mike Powell, Director

All Upper Cumberland Programs
Allison, Ashley, Assistant Director, Upper Cumberland
Officer, Lisa, Coordinator of Student Services
Reynolds, Rhonda "Breck", Upper Cumberland Completion Advisor
Wilson, Cynthia Student Services Specialist

Vol State Cookeville - Lori Richards, Director

Cookeville Business and Technology – Andrew White, Dean

Accounting TTP
Mantle, John
Maresh, Michelle

Business Administration
Allison, Ashley
Maresh, Michelle

Computer Information Technology (CIT)

Cookeville Health Science – Elvis Brandon, Dean

Dental Assistant Technical Certificate
Allison, Ashley
Hosey, Joy

Diagnostic Medical Sonography
Allison, Ashley
Wilson, Cynthia

EMT Program
Allison, Ashley

Sociology
Fuston, Jamie
Hardyway, Sidney
Martin, Connie
Topping, Carol
Williams, Philip

Sports & Leisure Management
Fuqua, David
McKinney, Justin
Shriver, Kendall Joy
Timberlake, Ron

Dental Assistant Technical Certificate
Allison, Ashley
Hosey, Joy

Diagnostic Medical Sonography
Allison, Ashley
Wilson, Cynthia

EMT Program
Allison, Ashley

Fire Science Technology AAS
Stewart, Jeremy

Health Info Management AAS (Coding)
Allison, Ashley

Health Science AS
Reynolds, Rhonda "Breck"

Medical Informatics AAS
**Medical Lab Technology AAS**
Allison, Ashley
Wilson, Cynthia

**Ophthalmic Technician AAS**
Allison, Ashley
Wilson, Cynthia

**Paramedic**
Allison, Ashley
Brown, Roger

**Physical Therapist Assistant, AAS**
Allison, Ashley
Wilson, Cynthia

**Radiologic Technology AAS**
Pryor, Greg

**Respiratory Care AAS**
Allison, Ashley
Wilson, Cynthia

**Sleep Diagnostic Programs**
Matthews, Mel

**Cookeville Humanities – (vacant), Dean**
Parker, Dennis
Price, Ami
Tallent, Cindy
Voris, Stephanie

**Multimedia Web Design**
Tallent, Cindy

**Music**
Tallent, Cindy

**Cookeville Math and Science – Thomas Ekman, Dean**

**Agri-Sciences**
Allison, Ashley

**Biology**
Green, Mark

**Chemistry**
Cathey, Linda Jan

**Engineering (ALL)**
Dean, Timothy

**Environmental Science AS**
Green, Mark

**Geosciences**
Cathey, Linda

**Mechatronics**
Dean, Timothy

**Physics**

**Cookeville Social Science and Education – James Brown, Dean**

**Criminal Justice**
Powell, Carolyn

**Early Childhood Education**

**Pre-Health Professions**
Cathey, Linda Jan

**Pre-Nursing**
Burgess, Gregory
Darden, John
Hosey, Joy
Officer, Lisa
Shinde, Girija
Wilson, Cynthia

**Pre-Vet Technology**
Smith, Donna

**Veterinary Technology**
Wright, Kimberly Hope

**Exercise Science**
Vol State Livingston - Mike Powell, Director

Livingston Business and Technology – Andrew White, Dean

Accounting
Mantle, John
Maresh, Michelle

Administrative Prof Tech
Officer, Lisa

Business Administration
Allison, Ashley
Maresh, Michelle

CITC programs
Allison, Ashley
Burgess, Gregory

Computer Science
Garwood, Forrest

Finance
Allison, Ashley

Livingston Health Science - Elvis Brandon, Dean

Dental Assistant Technical Certificate
Hosey, Joy

Diagnostic Medical Sonography
Wilson, Cynthia

EMT Program
Brown, Roger

Fire Science Technology AAS
Stewart, Jeremy

Health Info Management AAS (Coding)
Wilson, Cynthia

Medical Informatics AAS
Officer, Lisa

Ophthalmic Technician AAS
Wilson, Cynthia

Paramedic
Brown, Roger

Physical Therapist Assistant, AAS
Pryor, Gregory

Radiologic Technology AAS
Pryor, Greg

Respiratory Care AAS
Pryor, Greg

Sleep Diagnostic
Matthews, Mel

Livingston Humanities – (vacant), Dean

Art
Officer, Lisa

Communication
Officer, Lisa
Tallent, Cynthia

English
Flatt, Lucas

Foreign Language
Price, Ami

General Studies
<table>
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<tr>
<th>Department</th>
<th>Director/Dean</th>
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<tr>
<td>Multimedia Web Design</td>
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Vol State Highland Crest - Kelly Miller, Director

Highland Crest Business and Technology – Andrew White, Dean

**ALL Business Programs of Study**
- Duff, Destinee
- Golden, Bridget, Completion Advisor
- Graham, Jennifer, Completion Advisor

**Logistics**
- Ellis, Don

Highland Crest Health Science – Elvis Brandon, Dean

**ALL Health Science Programs**
- Lamberth, Amanda, Completion Advisor
- Young, Meredith, Completion Advisor

**Dental Assistant Technical Certificate**
- Sutphen, Desiree

**Diagnostic Medical Sonography**
- Carlton, Edward

**EMT Program**
- Jesse, Erik

**Fire Science Technology AAS**
- Steward, Jeremy

**Health Info Management AAS (Coding)**
- Allen, Teresa

**Health Science AS - General**
- Young, Meredith

**Medical Informatics AAS**

**Medical Lab Technology AAS**
- Helton, Kimberly

**Ophthalmic Technician AAS**
- Cornish, Alisa

**Paramedic**
- Jesse, Erik

**Physical Therapist Assistant, AAS**
- Brown, Regina

**Radiologic Technology AAS**
- Boyd, Lindi

**Respiratory Care AAS**
- Higginbotham, Mallory

**Sleep Diagnostic**
- Matthews, Mel

Highland Crest Humanities – (vacant), Dean

**ALL Humanities Programs of Study**
- Duff, Destinee
- Grimes, Wanda
- Perkins, Cassie Renease, Completion Advisor

Highland Crest Math and Science – Thomas Ekman, Dean
All Math and Science Programs of Study  
Powers, Dana, Completion Advisor  
Ray, Mallory, Completion Advisor  

Agri-Business/Agri-Science (APSU)  
Mann, Hillman  

Math and Science  
Kenigson, Jonathan  

Mechatronic  
Kiely, Patrick  

Physics  
Kenigson, Jonathan  

Pre-Dental Hygiene  
Forrester, Elizabeth  

Pre-Health Professions  
Mann, Hillman  
Shaw, Douglas  

Pre-Nursing  
Mann, Hillman  

Pre-Physical Therapy AS  
Mann, Hillman  

Pre-Vet Technology  
Smith, Donna  

Veterinary Technology  
Wright, Kimberly Hope  

Highland Crest Social Science and Education – James Brown, Dean  

All Social Science & Education Programs  
Duff, Destinee  
Foster, Amanda, Completion Advisor  

OFFICE OF ADVISING  

Terry Bubb, Director  

Advisor Counselor:  
Berry, Duane – Concentration: Health Sciences  
Guenther, Lindsay – Concentration: Business and Technology  
Hilgadiack, Scott – Concentration: Social Science & Education and Veterans  
Larson, Josie – Concentration: Math and Science, VSCC Nursing  
Martinez, Pedro – Concentration: Humanities, ESOL, Hispanic Outreach and Veterans  

Completion Advisor:  
Graham, Jennifer - Business and Technology  
Golden, Bridget- Business and Technology  
Foster, Amanda - Social Science and Education  
Powers, Dana - Math and Science  
Ray, Mallory - Math and Science  
Perkins, Cassie Renease - Humanities  
Lamberth, Amanda – Health Sciences  
Young, Meredith - Health Sciences  

Administrative Staff  
Teresa Corlew - Senior Administrative Assistant
The Office of Advising carries out the following responsibilities:

- Advising for all students, including Undecided and Non-Degree Students
- Makes all advisor assignments for full-time staff and faculty advisors
- Advising for all students when faculty advisors are not available
- Assistance with transfer issues
- Assists the Office of Academic Affairs with the maintenance of Transfer Equivalency Tables and other transfer information
- Assistance with general advising information for divisions
- Learning Support Screening of Transfer and Transient Students
- Explaining placement assessment results
- Modifying computer screens to allow enrollment
- Production and distribution of the Advising Resource Manual (ARM) and other advising tools
- Advisor Training As Requested
- Career Counseling
- Limited Personal Counseling
- Educational Planning
- TN eCampus Student Contact
- Assistance With The Early Alert Program
- Publish the Be Advised newsletter
- Screen Transfer Students for Placement Testing Requirements and Modify Banner screens accordingly
- Advise ESOL students along with some faculty advisors in the Humanities Division

Processes & Procedures

Important Procedures

- Degree-seeking students under 21 years of age can be assessed for Learning Support placement according to ACT scores. Valid ACT/SAT scores are those earned within five years prior to the first day of a student’s entering term. An ACT score that is less than 19 in the subject areas of reading or math or less than 18 in English will require placement in Learning Support or further assessment. ACT/SAT scores, when available, will be used as the first-line tool for placement. Other assessment and/or diagnostic instruments may be used as secondary or challenge tests to provide for optimal placement decisions. The opportunity to “challenge” is available by requesting a “Challenge Test Authorization Form” in the Office of Advising.

- Degree-seeking students 21 years of age or older (who are not required to submit ACT scores) may submit valid ACT/SAT scores and will be placed accordingly, or can choose to complete assessment tests in reading, writing, and math. Screening of students for placement testing occurs either in the Office of Admissions or in the Office of Advising. The opportunity to “challenge” is available by requesting a “Challenge Test Authorization Form” in the Office of Advising.
• Transfer students without college-level English composition credit can be assessed in writing based on a valid ACT score (the English subject test) or other appropriate assessment test. Transfer students without college-level mathematics credit can be assessed in mathematics based on a valid ACT score or other appropriate assessment test. Transfer students who did not pass any college-level reading-based General Education course will be assessed in reading based on a valid ACT score or other appropriate assessment test. Screening of transfer students for placement testing occurs either in the Office of Admissions or in the Office of Advising.

• Non-degree-seeking students without college-level English composition credit can be assessed in writing and reading prior to enrollment in college-level English or any course with learning support reading and/or writing as a prerequisite. Non-degree-seeking students without college-level mathematics credit will be assessed in mathematics prior to enrollment in college-level math or any course with math as a prerequisite. Non-degree-seeking students who change to degree-seeking status will be screened under guidelines for degree-seeking students.

• Students may choose not to take a placement test. (It is no longer an admissions requirement.) If students have neither valid placement test scores nor regionally-accredited college coursework, Learning Support placement is required by default.

• Holistic evaluation of initial placement may be made on occasion in the Learning Commons.

• The college procedure for dropping a college course starting on the eighth calendar day of the semester requires the signature of the instructor or an appointed designee on the Drop/Add/Withdrawal Form prior to the form being processed by the Records Office. A student, who indicates to an instructor, advisor or other Division personnel the desire to drop all courses for the semester, even if it is a part-time student with a single course, should be referred to the Office of Advising. Advisor/Counselors, Completion Advisors, and other approved staff will speak with the student and if appropriate complete the Drop/Add/Withdrawal Form and process it through the Records Office.

• Students are encouraged to choose a program and be advised by their assigned advisor. Their advisor could be a full-time staff or faculty advisor. Undecided and non-degree seeking students should always be advised by an Advisor/Counselor or Completion Advisor in the Office of Advising. Students are strongly encouraged to meet with their advisors regularly. First-time degree-seeking students are required to meet with an advisor prior to registration.

• Students who have a registration hold for the Hepatitis B Health History form can lift the hold themselves when they register if they are 18 years of age or older. If they are under 18, they will be given instructions on how to proceed when they try to register. (Dual enrollment students complete this requirement as part of their registration process instead of using PRIDE Online.) Students 18 and older do not need to contact the Office of Admissions for this hold unless there is a problem with PRIDE Online.

Definitions

Degree-Seeking Student

A student who has fulfilled all the admission requirements and who is pursuing an Associate degree.

Transfer Student
A student who has previously attended another college or university and is enrolled in courses for credit and programs leading toward an Associate degree.

**Special Student (a non-degree-seeking student)**

One who is not pursuing an Associate Degree. Special students are those taking non-credit courses in continuing education or taking credit courses for audit, job modification, or personal enrichment.

**Transient Student**

A student who is admitted for a limited period and who is regularly enrolled at another institution.

**Special Undergraduate (a non-degree seeking student)**

A graduate of an accredited college or university (or one who has more than 64 hours from another institution) who desires to take only a limited number of courses and who indicates that he/she is not presently working toward a degree at VSCC.

**Audit Student**

A student who enrolls in college credit courses but does not receive credit for the courses, does not receive a traditional grade, and is not required to take part in course assignments or activities. Permission to enroll in credit courses as an “auditor” must be received from the Division Dean and then will be approved by the College Registrar. Typically, this occurs shortly before the semester begins so that degree-seeking students have a chance to register for the course first. After registration, status may not be changed to audit. Learning Support courses may not be audited.

**Dual Enrollment**

The opportunity for a high school student to enroll in college-level credit courses taught at the high school campus or on the college campus. Successful completion allows both high school and college credit to be earned.

**Joint enrollment**

The opportunity for a high school senior to enroll in college-level credit courses at the same time. The student must submit a letter of permission from the high school principal and parent or guardian. Only college credit is earned upon successful completion.

**Non-Credit Student**

A student who enrolls in non-credit courses only.

Adult Special Student (a non-degree-seeking student)

A student who is not seeking a degree or a technical certificate, but desires to take courses for personal enrichment or for professional growth. To be admitted as an Adult Special Student, a person must be 21 years of age or older or have graduated from high school or received a GED/HiSET. If the applicant is a high school graduate or has earned a GED/HiSET diploma, there is no age restriction.

For additional definitions, refer to the College Catalog.

**Limitations**
• Special Students cannot receive financial aid.
• Special Students are subject to placement testing for courses having placement prerequisites.
• Special Students may continue to accumulate credit in this classification for up to 48 semester hours. Exceptions to this maximum may be granted by the Vice President of Academic Affairs.

*International or Foreign Students*

Students holding an F-1 or M-1 VISA are eligible to enroll at VSCC, but must meet International Student Admissions Requirements. The Assistant Director of Admissions is responsible for issues related to international student status.

*General Requirements for Graduation*

The general requirements for a degree at Volunteer State are as follows:

- No less than 60 hours of college credit.
- A student must have completed 25% of their required semester hours in residence at Volunteer State to be eligible to graduate.
- A minimum GPA of 2.0 on all college level work attempted at Vol State. Associate of Science in Teaching (AST) students must have a minimum 2.75 GPA to graduate.
- ALL degree-seeking students must take the ETS Proficiency Profile.
- Students seeking an A.A.S. Business degree must also take the Business Exit exam.
- Students seeking a degree in Paralegal Studies must also take the Paralegal exit exam. (Please note that no new students are being admitted into this program.)
- Students seeking an AST degree must have a minimum ACT Composite of 22 or pass all PRAXIS core exams. AST students must also submit 3 Disposition Assessment forms with satisfactory ratings to the Social Science & Education Division.

*Requirements for Technical Certificate*

- At least 25% of all course requirement hours must be completed in residence at Vol State.
- A minimum GPA of 2.0 on courses used to meet the certificate requirements.

*How to Determine Which Catalog to Use*

Many students, provided they graduate within five years of initial enrollment, will graduate under the catalog that was in effect for the term in which they entered Volunteer State Community College. However, a student may choose to graduate under a subsequent catalog no older than five years at the time of graduation.

**FROM APPLICATION FOR ADMISSIONS TO GRADUATION**

Here is a time line for students and advisors to follow:

1. Submit to the Office of Admissions an application and any documents necessary for admissions such as ACT scores (scores must be no more than five-years-old to be valid), high school transcript and/or GED/HiSET scores, transcripts from any other colleges attended, and proof of immunizations. (For more information, go to [www.volstate.edu/admissions](http://www.volstate.edu/admissions) and [www.volstate.edu/immunizations](http://www.volstate.edu/immunizations).)
2. Apply for financial aid.
3. Contact the Office of Advising to be screened for placement testing. Schedule a date to take the Placement Test through the Testing Center.
4. All new Vol State students who are seeking a degree or certificate are required to participate in orientation and meet with an advisor before they can register. Information about Orientation is sent to student Vol State e-mail accounts.

5. Register.
   a. Meet with an assigned Advisor
   b. Register using My VolState Portal
   c. Pay fees to the Business Office by the appropriate deadline.

6. All Learning Support requirements should be completed within the first semesters.

7. After earning 30 college-level hours toward a specific degree, pick up a Graduation Packet in the Office of Records & Registration for instructions on how to apply to graduate. Technical Certificate students do not have a minimum hour requirement to meet before applying to graduate.

8. ALL students seeking a degree must take the ETS Proficiency Profile exam (ETSP). Students seeking an A.A.S. Business degree must also take the Business exit exam. Students seeking a degree in Paralegal Studies must also take the Paralegal exit exam. Students seeking an AST degree must have a minimum ACT Composite of 22 or pass all PRAXIS core exams. AST students must also submit 3 Disposition Assessment forms with satisfactory ratings to the Social Science & Education Division. Students should visit the Testing Center website to schedule the ETSP, Business, and/or Paralegal exit exams.

9. Visit the graduation website for a Checklist for Prospective Graduates and for information regarding the Commencement Ceremony.

10. Graduate!

**Graduation Application Deadlines**

A. The graduation application deadlines are listed below, on the Graduation Packet, in the Academic Calendar, and on the graduation website.

<table>
<thead>
<tr>
<th>Graduating Semester</th>
<th>Priority Deadline</th>
<th>Final Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring</td>
<td>October 31st</td>
<td>February 1st</td>
</tr>
<tr>
<td>Summer</td>
<td>March 15th</td>
<td>June 1st</td>
</tr>
<tr>
<td>Fall</td>
<td>April 30th</td>
<td>September 1st</td>
</tr>
</tbody>
</table>

a. Students who apply past the priority deadline for summer graduation may be too late to participate in the commencement ceremony with their graduating class.

b. Applications that are submitted after the final deadline date will be postponed to the next term. Students with extenuating circumstances may request an exception to the final deadline by submitting an appeal to the Office of Records & Registration. Students who are granted approval to submit an application after the final deadline will not receive a preliminary graduation audit and the student may not be listed in the Commencement program.

c. Applications received by the priority deadline will be processed in the order received. A preliminary graduation audit by the Graduation Analyst will be completed on the applications received by the priority deadlines and students missing course requirements will be notified prior to the start of the graduating semester. Applications received after the priority deadline will be considered as meeting the final deadline. Students meeting the final application deadline are not guaranteed a preliminary graduation audit prior to the start of the graduating semester. Students applying to graduate after the priority deadline must review all graduation requirements in the appropriate college catalog for their major and work closely with their major advisor to ensure that all requirements will be met in the anticipated graduation term.
B. Graduation Application Process
   a. Once degree seeking students have earned/enrolled in 40 hours a “Graduation Advising Required” hold will be placed on their account preventing them from registering for courses until they meet with an advisor. The hold will refer students to the graduation website informing the student that they have to meet with an advisor in order to complete a Graduation Plan and the online graduation application. (Health Sciences majors are exempt from this hold due to special program requirements.)
   b. Pick up a Graduation Packet in the Office of Records & Registration or download the PDF version online from the graduation website.
   c. An advising session will take place so that the prospective graduate can apply to graduate online and the advisor can complete a Graduation Plan with the student. If a student’s major requires advisor-approved electives, the advisor is required to attach a list of them to the Graduation Plan. All course substitution forms should be signed and submitted to Academic Affairs prior to or the same day the student submits the Graduation Plan to the Records Office. NOTE: No substitutions are allowed for the Tennessee Transfer Pathway (TTP) degrees.
   d. After applying to graduate through the My VolState Portal and meeting with an advisor, the student will then take the completed Graduation Plan to the Office of Records & Registration in Ramer 183 by the appropriate deadline. Students will be provided a copy of the Graduation Plan and a graduation checklist at the time that they apply to graduate.
   e. Any student needing to change their major/program, name on diploma, anticipated graduation term/year, or catalog after applying to graduate MUST complete and submit an Update Graduation Record form in the Office of Records & Registration.
   f. Students who plan to graduate and then wish to register for courses the following semester must complete a Change of Major/Program form with the Office of Admissions.

C. Graduation Audit
   a. Once receiving the Graduation Plan, the Graduation Analyst will conduct a preliminary graduation audit.
   b. Students missing course requirements not identified on the Graduation Plan will be notified by phone, student email, or postal mail. Students submitting a Graduation Plan with the correct course requirements will be notified by email. Students will be referred to the graduation checklist and website for information regarding exit exams, diploma pick up, commencement ceremony, etc.
   c. The audit will be provided to the appropriate Division Dean to be validated.
   d. Once validated by the Division Dean, the Graduation Analyst will perform a final review of graduation requirements and make a recommendation of degree/certificate conferral or deferment.
   e. If a recommendation to confer cannot be granted, the Graduation Analyst will notify the student, advisor, and dean. The Graduation Analyst will work with the appropriate constituents to reach a positive resolution.
   f. Once a recommendation to confer has been achieved, the audit will be sent to the Vice President for Academic Affairs for degree conferral.

DROPPING AND ADDING COURSES

ADDING CLASSES

Typically, students may use PRIDE Online to add 15-week classes through the first two days of classes. In sessions of less than 15 weeks, students typically may add through the first two days of classes.
Students requesting to add classes after the allotted times listed above will require approval through the appropriate division office. If the request is granted a DROP/ADD/WITHDRAWAL FORM will be completed and processed in the Records Office. The Instructor or Dean of the Division must initial beside the class to approve the exception as well as signing in the space at the bottom of the form as the advisor. The division office will be responsible for notifying the faculty if the requested exception is approved. Normally, students would not be allowed to enter a class that has met twice. Exceptions have been granted in some cases if the class has met only one time. That will be a decision made by the Division.

Students requesting to enroll into a closed section require the approval of the Dean of the Division which offers the course.

Students requesting to enroll in more than 18 credit hours per term require the approval of the Vice President of Academic Affairs.

**DROPPING CLASSES**

Students are allowed to drop classes through the census dates using PRIDE Online. After the census dates, the instructor (or the Department Chair or Dean in the instructor’s stead, and with knowledge of reasons for the drop) must sign the Drop/Add/Withdrawal FORM, list the reason(s) for the drop on the form, and process it through the Records Office.

If a course is dropped before the census date, no indication will appear on the transcript. A “W” (withdrawal) appears if the course is dropped between the census date and the published “last day to withdraw and receive a “W.”

STUDENTS WHO ARE DROPPING ALL CLASSES should be referred to the Office of Advising. Advisor/Counselors and Completion Advisors in the Office of Advising will process the Drop/Add/Withdrawal FORM and process it through the Records Office.

Students requesting to withdraw from classes after the published “Last Day to Withdraw from classes and receive a W” requires the approval of the Vice President for Student Services.

**NOTE:** Always notify students of refund deadlines before dropping a class. Students who are receiving financial aid assistance should contact the Financial Aid Office before dropping a course. Students that drop courses or withdraw from the college prior to a refund deadline will receive a refund check in the mail from the Business Office.

**PURGED STUDENTS**

Students must pay fees in the Business Office or in PRIDE Online by the payment deadline. Students must make adequate payment arrangements or they will be purged from their courses.

Students who have been purged for non-payment and wish to re-enroll must contact the Business Office for approval. If the request is granted, the Business Office staff will provide the students with a form that must be approved by the Division Dean or his/her designee for each class in which they wish to enroll. The students will process the form in the Records Office after all classes have been approved. Fees must be paid immediately in the Business Office.

**CHANGE OF MAJOR OR ADVISOR**
Students wanting to change their major need to fill out a “Change of Major/Program” form and submit it to the Office of Admissions. It is available through the student’s portal as a Dynamic Form.

Students that change their major using the procedure stated above will automatically be assigned a new advisor. Students who wish to change from their assigned advisor to another advisor, for whatever reason, may do so by contacting the Office of Advising and making the request. The Office of Advising will assign the student a different advisor.

**APPEAL PROCEDURES**

Appeal Procedure for a Grade Change

Students are given the opportunity to appeal a grade received in a course once the grade has been posted. The appeal of a posted grade must be initiated during the term immediately following the term in which the grade was posted. (Summer term will not be considered in determining the following term.) To appeal a grade, the student should follow the procedure outlined below:

1. Contact the instructor who assigned the grade to discuss the discrepancy and to attempt to resolve the issue prior to filing an appeal to the Grade Appeals Committee. If the issue cannot be resolved to the student’s satisfaction, then...
2. An appeal for a grade change must be made in writing to the Grade Appeals Committee. This written appeal may be submitted to the Records Office or the Chairperson of the committee.
3. The committee will grant a hearing for the appeal if the student or the faculty member affected by the grade appeal desires one. An opportunity will be given to present evidence or information that might assist the committee in reaching a decision. The committee will notify the student and faculty member of their decision, but the committee is not required to give reasons for their decision.
4. If the student or the faculty member wishes to appeal the decision of the Committee, an appeal may be made to the Vice President of Academic Affairs. This appeal must be in writing, should include all information appropriate to the appeal, and must be submitted within ten calendar days after notification of the Committee decision.

**Appeal of Academic Suspension**

If the appeal is based upon extenuating circumstances or hardship, the student must submit an appeal in writing, along with supporting documentation, to the Vice President of Academic Affairs prior to the first day of registration for the term the suspension becomes effective.

**Three convenient options for taking online classes at Vol State.**

- **Vol State eLearn Online**, section numbers begin with “C”
  
  Example: ENGL 1010 C01, C02, C03

- **Vol State Virtual Online; Section numbers Begin with “Y”**
  
  Example: ENGL 1010 Y01, Y02, Y03

- **TN eCampus Online**, section numbers begin with “R”
  
  Example: ENGL 1010 R01, R25, R50, R80

  **Note:** HOPE, TN Promise, and TN Reconnect will not pay the additional TN eCampus fee.
Refund Deadlines
Vol State refund deadlines are posted on the Vol State website.

TN eCampus refund deadlines are different than Vol State deadlines and are also posted on the Vol State website.

Instructors
Vol State eLearn courses are taught by Vol State instructors

TN eCampus courses are taught by instructors at colleges and universities across the state, including Vol State.

Textbooks
Contact the Vol State Bookstore to determine which textbooks and resources are required.

Purchase TN eCampus textbooks from the TN eCampus Virtual Bookstore. The Vol State bookstore does not sell TN eCampus textbooks.

Login and Access
Login to Vol State student portal and use the Vol State student username and password, click the “eLearn” box in the top right corner of screen. Students will be able to login to Vol State eLearn courses the morning of the first day of class.

Login to TN eCampus (https://gotoclass.tnecampus.org/) and use your unique TN eCampus username and password. Students will be able to login to TN eCampus courses after 3pm CST on the first day of class.

Attendance Reporting
Vol State instructors confirm and report student attendance.

TN eCampus attendance is reported via an automated process whereby students complete a Student Participation Survey for EACH class. TN eCampus instructors do not report student attendance.

Withdrawal Deadlines
Vol State withdrawal deadlines are posted on the Vol State website.

TN eCampus withdrawal deadlines are the same as Vol State withdrawal deadlines and are also posted on the Vol State website.

Where to Get Help
eLearn Support: 615-230-3665
elearn@volstate.edu

IT Help Desk: 615-230-3302
vscclhelpdesk@volstate.edu

TN eCampus Support: (866) 895-8429
tnecampus-support@D2L.com
Student Liaison: Andrea Scruggs 615-230-4833, andrea.scruggs@volstate.edu
TRANSFER OF CREDIT TO VSCC

The College accepts courses customarily from regionally accredited institutions. An example is the Southern Association of Colleges and Schools. As a general rule, courses will not automatically transfer from non-accredited institutions. If in doubt, contact the Office of Records or the Office of Advising.

Academic Support Services

ACCESS CENTER

The Access Center will assist students with providing reasonable accommodations. It is the student’s responsibility to disclose information voluntarily and confidentially regarding the nature of the disability. In order to receive assistance, students are required to:

1. Register with the Access Center
2. Provide documentation of the qualified disability

Auxiliary aids, services, and accommodations will be provided on a case by case basis taking into consideration the nature of the disability. Services include interpreters, readers, note takers, recorders, test proctoring, tutoring, and/or other equipment needed by some students to ensure equal educational opportunity. With advance notice, the Access Center will be responsible for arranging appropriate aids when requested. The College provides for academic aids deemed necessary for a student’s educational access if they are not available from another source; however, it does not provide for personal aids such as attendant care or individually prescribed devices of a personal nature.

For information contact:
Access Center
Ramer 143
615-230-3472

Online tutoring resources available to you:

- Essay Writing Support “course” in eLearn: If you finish a writing assignment before the deadline, submit it here and get feedback before it’s time to turn it in to your class
- Vol State Learning Commons Zoom tutoring: https://libguides.volstate.edu/cv19/lc
- Tutor.com: Log in to eLearn and click on Help > Tutor.com. Vol State has paid for 8 hours per semester for you to use this service. Take full advantage of it.

Testing Center

Vol State has testing centers at all four campuses in Gallatin, Cookeville, Livingston, and Springfield (Highland Crest). Students may schedule a testing appointment at any Vol State campus by visiting the Testing Center website.

Tutor.com - All Vol State students have free access to the online tutoring service Tutor.com. It is available 24 hours a day and seven days a week. The link to Tutor.com is part of the eLearn page for each of your classes. The tutoring service covers Math, Business, English, Writing, Science, Health Sciences, Computers, and Foreign Language. If you have problems or need help with Tutor.com visit the Learning Commons. You can also call 615-230-3676.
Testing Services:

ACCUPLACER (PLACEMENT TESTING)
- The ACCUPLACER is administered to degree-seeking students who are at least 21 years of age and have never attended college, are transfer students who do not have college credit which exempts them from placement testing, or are under 21 year of age but have not taken the ACT or SAT within the past 5 years.
- The test may also be administered to non-degree-seeking students who are seeking to enroll in courses that have reading, writing and/or math pre-requisites.
- The ACCUPLACER consists of three sections: Reading, Writing, and Math.
- The ACCUPLACER is administered online and is untimed.
- Students receive their test scores immediately following testing, and they are referred to an academic advisor for interpretation of the results.
- Free online practice is also available prior to testing.

CLEP (College Level Examination Program)
- CLEP testing is used to obtain college credit for college-level courses. Students should confirm the CLEP credit policies at the receiving institution before taking a CLEP test. Information about which CLEP exams Vol State accepts for college credit can be found in the Vol State catalog in the External Credit section.
  - A student must first register at https://clep.collegeboard.org, and then purchase the desired CLEP exam(s). The CLEP exam fee is currently $87, and must be paid online on the College Board website when purchasing a CLEP exam. An additional $25 test center fee will be paid directly to the Vol State Testing Center on test day.
  - After purchasing a CLEP exam, a student must print the CLEP Registration Ticket, which must be presented at the Testing Center on test day.
  - To schedule a CLEP testing appointment, contact the Testing Center and follow the directions to schedule an appointment at the Gallatin or Cookeville Vol State Cookeville testing center.

ESOL (English for Speakers of Other Languages)
- ESOL students must speak with an ESOL advisor before testing.
- The Michigan English Placement Test is given to students who indicate that English is not their native language. If the results of the Michigan test indicate proficiency, they will then take the ACCUPLACER placement test and be placed accordingly.

Foreign Language Placement Testing
- The Foreign Language Placement Test determines at which level of a foreign language a student should begin.
- The test may also be administered to students who are currently enrolled in French or Spanish classes to confirm placement.
- The test is multiple-choice and is administered online.
- Students may schedule the exam by calling the Testing Center at (615) 230-3484.

Graduate Exit Exams
ALL students graduating with an Associate of Science, Associate of Arts, or Associate of Applied Science degree must complete one or more exit exams during their final semester. Exit exams are not pass/fail exams, and are designed to assess what knowledge has been retained from the beginning and through the end of a student's program of study. Students are encouraged to do their best because the College will use this information to
assess program effectiveness, strengths, and areas for improvement. In addition, their performance will affect funding for resources and services for future Vol State students.

- ALL students graduating with any Associate of Science, Associate of Arts, or Associate of Applied Science degree must take the ETSP Proficiency Profile (ETSP).
- Business AAS graduates must ALSO take the Business Exit Exam in addition to the ETSP, but must complete the Business Review before scheduling the exam.
- Computer Information Technology (CIT) AAS graduates must also take the CIT Exit Exam in addition to the ETSP.
- Criminal Justice AAS graduates must ALSO take the Criminal Justice Exit Exam in addition to the ETSP.
- Entertainment Media Production AAS graduates must ALSO take the Entertainment Media Production Exit Exam in addition to the ETSP.
- Paralegal Studies AAS graduates must ALSO take the Paralegal Exit Exam in addition to the ETSP, but must complete the Paralegal Studies Review before scheduling the exam.

HiSET (High School Equivalency Test)
The HiSET exam is only offered at Vol State's Testing Center on the Gallatin campus. In order to be eligible to take the HiSET, all applicants must complete the Official Practice Test through an Adult Education Office first. For information about the Official Practice Test and HiSET preparation classes, please contact Kastonia Herron, Adult Education Student Liaison at kastonia.herron@volstate.edu in the Office of Continuing Ed and Economic Development, 300 Building 106D, 615-230-3703

Proctored Exams for Vol State Faculty
The Testing Center is pleased to assist Vol State faculty members by proctoring make-up exams for on-ground courses or exams for online courses. Faculty members must complete a Proctored Exams Instructions Form, which includes detailed exam instructions, including time limit and any approved resources that students may utilize during testing (calculator, textbook, notes, etc.). All paper exams will be maintained in a secure location in the Testing Center until retrieved by faculty members.

Remote Exams for Non-Vol State Students
- The Testing Center also proctors exams for students taking courses through other colleges or universities.
- Students must call the Testing Center at (615) 230-3482 or email testing@volstate.edu to make testing arrangements.
- There is a charge of $25 per test administered.

TN eCampus Proctored Exams
Many TN eCampus courses require that mid-term and final exams be proctored. Students should check each course syllabus carefully the first day of the semester to determine if their midterm and/or final exams must be proctored. TN eCampus testing is by appointment only. Walk-ins cannot be accommodated.

**Helpful resources available**

As you advise students, here are some helpful resources available. These resources are here for ALL STUDENTS, so please encourage students to use them!!!
Your instructor – the first step if you are struggling in a class should be a one-on-one meeting with the professor. Your instructors have office hours which should be on the syllabus. Go see them. It can make a world of difference in clarifying areas where you may be having trouble.

Learning Commons - Math Tutoring - Come to the Learning Commons for assistance with any math course, whether it be an online or in-person class.
   Website: [http://www.volstate.edu/LearningCommons/](http://www.volstate.edu/LearningCommons/)
   Location: Learning Commons, Thigpen Library 1st floor
   Phone: (615) 230-3676

Learning Commons - for all your English, Writing, and Speech needs!
   NO APPOINTMENT NECESSARY!
   Location: Learning Commons, Thigpen Library 1st floor
   Phone: (615) 230-3397

The Thigpen Library - For research assistance, contact Thigpen Library Reference at 615-230-3405
   Website: [http://www.volstate.edu/Library/](http://www.volstate.edu/Library/)
   Phone: (615) 230-3400
   Email: librarian@volstate.edu

Disability Services – Students can register for academic accommodations either in person or online. We are all about access!
   Website: [https://www.volstate.edu/disability](https://www.volstate.edu/disability)
   Location: Ramer Building, Suite 176
   Phone: (615) 230-3472
   Email: disability.services@volstate.edu

Technology got you down? There are 700 computers and laptops across campus available for student use and the main “open” lab is in the Thigpen Library. The IT Help Desk has recently moved to the library as well.
   Website: [http://www.volstate.edu/IT/Student/](http://www.volstate.edu/IT/Student/)
   Location: lab in main library, IT Help Desk in Learning Commons
   Phone: IT Help Desk: (615) 230-3302

Your classmates – In every class you should take notice of who speaks out the most in class and takes lots of notes. If you are sick or know you are going to be out, ask this person if you can photocopy the notes or if taken on a laptop, ask the student to email them to you. You can also message your classmates through eLearn and plan a study group or ask a question about an assignment, etc.

Your assigned advisor – Your advisor can be a resource to help you clarify your academic goals and help you stay on track! To find out who your advisor is:
   - Log in to your “My Volstate” portal and click on the “Academics” tab
   - Find the “Quicklinks” box and click on “DegreeWorks”
   - Your advisor will be listed near the top of your “DegreeWorks” page
   - Use the search tab in “My Volstate” to find your advisor’s contact information

If you have trouble reaching your advisor or need help with career counseling or personal counseling, please contact the Office of Advising at 615-230-3702 or advising@volstate.edu or come in person to the Ramer Building, Suite 141
Veterans Affairs

The office of Adult Learners and Veterans Affairs (VA) works with our Veterans. There are special requirements, established by law, for the benefits they certify to the Department of Veterans Affairs and for military education benefits. This in turn requires extra consideration of the schedules of veteran and military students. Each student using Veterans Affairs or military benefits must first have an established degree plan. Then, after they register for classes, they must have their classes verified to ensure the classes fit the requirements for graduation for that degree plan if they plan on using their benefits.

As an advisor, you should verify the following information so the veteran/military student can be certified for their benefits:

- Veteran/military students must fill out a Veterans Certification Request form (VCRF) each semester they are requesting to use their VA/military benefits
- Students must have registered for classes before filling out the VCRF.
- Only initial off classes if the student is registered for that class
- Make sure the students have a declared degree in Banner and this matches the degree reported on the VCRF
- If the degree has changed, make sure they notify the Office of Admissions to fill out a Change of Major/Program form
- If the degree has changed, make sure they contact the Veterans Affairs office to fill out appropriate forms for a degree change
- Verify that the veteran students’ registered classes are part of their degree plan or are required as graduation requirements for their declared degree plan

Students filling out the VCRF may not repeat classes unless:

- They are required to repeat the class to graduate
- They are required to repeat the class to enter into another college degree program
- Students may repeat classes they failed or withdrew from previously
- If the academic program requires a “C” or higher grade to pass, then the student will be allowed to repeat the course if they achieved a “D” as a final grade

Once the students’ registered classes are verified, initial the block next to the classes required for their degree. Leave any classes that are not required blank. As a final step, sign the bottom of the page in the advisor’s block to show the VCRF has been verified.

The advisor is not required to verify if the classes will fulfill VA requirements, only to verify if the classes fit into the degree plan/graduation requirements. If there are any questions or concerns about VA certification, then contact the Veterans Affairs Coordinator’s office.

TRIO Student Support Services (SSS) Program
Wood Campus Center, Room 211
(Call 615-230-3732 for more information.)

The mission of the TRIO SSS program is to provide eligible VSCC students increased educational opportunities related to academic skills, career development, cultural enrichment and personal growth which will enhance academic success, retention, graduation and the four-year college transfer process.
In order to qualify for TRIO, students must:

1. Be a U.S. citizen or permanent resident,
2. Be enrolled or accepted for enrollment at VSCC
3. Be in need of academic support, and
4. Meet one or more of the following:
   • Family income meets published Federal guidelines (low income),
   • Neither parent has a four-year degree (first generation), or
   • Referred by the Access Center

Services offered by TRIO Student Support Services:

1. Start-to-Finish (S2F) College Seminar: S2F is a required ½-day seminar which provides new TRIO students with needed information related to academic success and career planning. CEU credit will be given to students who complete S2F. Sophomore TRIO students will attend Phase 2 (S2F2).
2. Goal Planning System (GPS): The GPS is completed annually and assists students with setting and achieving long-term and short-term personal, academic and career goals.
3. Academic Advising: Students are assisted with general advising, course selection and early registration. All TRIO students, except readmits, may register on ‘first day’ of early registration.
4. Tutoring/Academic Planning: Individual and group tutoring services are available in academic courses, including reading, writing and math. Academic plans are developed with students and staff.
5. Supplemental Instruction: Specific academic support outside of the classroom with tutors and staff will be available for students as needed. Social networking may be used as a resource.
7. Grant Aid: A limited number of TRIO Retention Scholarships will be given to deserving TRIO students.
8. Transfer Planning: Help is provided with the admissions process, financial aid and transfer equivalencies. Four-year college campus tours are provided.
9. Graduation Planning: Students are assisted with major selection and course outlines for each semester. Graduation audits and applications are provided.
10. Career Planning: Various career assessments are available to assist students with exploring career options and creating career plans. Career counseling is available.
11. Mentoring: Selected individuals will serve as role models providing support related to academic success, major selection and four-year college transfer.
12. Technology Access:
   a. Depending upon need, students may be able to check out a laptop on a monthly basis.
   b. Software assisting students with typing skills is included.
   c. A TRIO computer lab is available with four computers and a printer.
13. Cultural Enrichment: Cultural trips, activities and events provide educational experiences from a global perspective.
14. Resource Center: Learning tools, digital recorders, calculators, books on personal growth and career planning and other resources are provided for checkout by TRIO students.

OFFICE OF ADVISING
The Office of Advising is located in Suite 141 of the Ramer Administration Building. Students may visit during operating hours which are 8:00 a.m. to 4:30 p.m. Monday through Friday or call 615-230-3702. The Office of Advising is open extended hours during peak registration times. No appointment is necessary.

**Academic Advising**

The primary focus of the Office of Advising is to serve the advising needs of all students, including non-degree, undeclared, and Adult Special students. Further, assistance is provided to students with questions concerning transferring to a senior institution, in part, by assisting with the maintenance of transfer equivalency guides for use by students and faculty alike. The Center also supports the advising of students who attend classes at the satellite locations.

**Career Counseling**

Career Counseling is available for students who are having difficulty deciding what career and/or college major to pursue. Career Counseling facilitates the student’s career search process. This counseling process increases an awareness of self and teaches the student career decision-making skills through different career assessments and publications.

Some resources that are available include: Strong Interest Inventory (SII), which provides students an awareness of their interests and careers that relate to those interests; and the Myers-Briggs Type Indicator (MBTI), which provides students an awareness of personality characteristics that relate to the world about them. The SII and MBTI may be taken in the Testing Center. Type Focus is another instrument that is utilized.

**Academic Counseling/Educational Planning**

Academic Counseling/Educational Planning is available for students who are not achieving their academic goals or do not have an understanding of what is necessary to complete their educational objectives.

Counselors help students develop strategies for achieving their educational goals and help students to clarify their plans for reaching these goals. Students learn planning strategies that include all aspects of their life. Students will learn techniques that enhance time management, test taking, and other study skills.

**Limited Personal Counseling**

This service is available for students who encounter non-academic situations in life which interfere with academic progress. The Advisor/Counselors and Completion Advisors in the Office of Advising are available to assist students with everyday problems or more severe situations. Should the student require a more lengthy counseling relationship, more expertise than the staff is capable of providing, or immediate medical attention, the Advisor/Counselor or Completion Advisor will refer the student to professionals who can help or to the proper authorities.

**Learning Commons**

The Learning Commons is a self-paced, computer-based, instructional program in reading, writing, basic math, elementary and intermediate algebra, and Math 1130 (College Algebra).

Location and hours
The Learning Commons is located in Thigpen Library 125. The hours are:
BASIC SKILLS INSTRUCTION
The Learning Commons serves students who need instruction in reading, writing, and math before they take a placement exam for the first time, or after they have taken a placement exam to prepare for a re-test. Holistic assessment of basic skills followed by remediation of learning support requirements can occur here. The center also serves students who may need to brush-up on basic skills before entering the classroom. The Learning Commons also serves area high school students who need assistance with ACT, SAT, and Gateway preparation. Community members and business patrons may use the Learning Commons to enhance their basic skills.

FEES
A $20 fee is charged for a thorough assessment of a student’s skill levels using the TABEPC. Credit courses are charged at the standard rate for credit courses. For other fees, contact the Learning Commons (ext. 3676).

Honors Program
The Honors Program offers high academic achievers opportunities to interact with other students who have similar academic standards, small classes to ensure individualized attention, faculty who are caring and supportive, a strong academic program, and an enhanced academic record. It also provides opportunities to supplement regular courses through specialized projects.

Benefits
The Honors Program offers many benefits to students besides Honors coursework, including the Honors Program suite in the humanities building which includes a student lounge and conference-style classroom. Honors students also have the opportunity to work with faculty and advising staff who can help them apply for transfer scholarships to use after graduating from Vol State.

Honors courses involve more student involvement in discussion, critical thinking and analysis, presentation of ideas, and writing. Because there are substantially fewer students in Honors courses, the faculty and students are able to interact more in order to promote intellectual curiosity, creativity, self-awareness, intellectual independence, open-mindedness, and the leadership abilities of highly motivated students. The goal is to encourage Honors students to strive for academic excellence and personal achievement.

Requirements
In order to enter the program, high school students must have one of the following:

- a 3.5 GPA
- a composite score of 26 on the ACT
- two letters of recommendation from instructors

Enrolled Vol State students must have at least a 3.5 GPA or letters of recommendation from two faculty members.

The only requirements to stay in the Honors program are to maintain a 3.0 GPA and continue to take Honors courses. However, in order to gain the Honors certificate, a student is required to do more than just twelve (12) hours of Honors courses. An Honors certificate also requires participation in some on-campus events as well as
some off campus ones. Remember that part of the goal of the program is creating not just high academic standards, but solid citizens as well.

Honors Courses
Each semester, several Honors courses are offered, including the combined Honors world history and literature (HIST 2310 and ENGL 2310 in the fall semester and HIST 2320 and ENGL 2320) in the spring semester. Honors offerings often include psychology, sociology, economics, popular culture, and public speaking. In addition, each spring, Honors students pursuing the Honors certificate take the Honors Leadership course (HUM 275).

Honors-by-Contract
Honors-by-contract is taking a regular course and, through an agreement between a student, the Honors Director, and the instructor, making it an honors credited course. This Honors Contract should include some sort of project that enhances student learning in addition to the normal course requirements. Ideally, the instructor and the student arrive at the arrangement together and submit a contract to the Honors Director. Creative and challenging projects are encouraged and some projects may be selected for public presentation and/or posting on the Honors Program website.

For more information, contact Abigail Felber (abigail.felber@volstate.edu) at (615) 230-3207

Commonly Called Phone Numbers:

<table>
<thead>
<tr>
<th>Offices</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Affairs</td>
<td>615-230-3557</td>
</tr>
<tr>
<td>Admissions</td>
<td>615-230-3688</td>
</tr>
<tr>
<td>Office of Advising</td>
<td>615-230-3702</td>
</tr>
<tr>
<td>Business Office</td>
<td>615-230-3585</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>615-230-3456</td>
</tr>
<tr>
<td>IT Help Desk</td>
<td>615-230-3302</td>
</tr>
<tr>
<td>Learning Commons</td>
<td>615-230-3676</td>
</tr>
<tr>
<td>Records</td>
<td>615-230-3466</td>
</tr>
<tr>
<td>Student Services</td>
<td>615-230-3441</td>
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<tr>
<td>Testing Center</td>
<td>615-230-3484</td>
</tr>
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<tr>
<th>Divisions</th>
<th>Phone Numbers</th>
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<tbody>
<tr>
<td>Business</td>
<td>615-230-3301</td>
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<tr>
<td>Health Sciences</td>
<td>615-230-3333</td>
</tr>
<tr>
<td>Humanities</td>
<td>615-230-3201</td>
</tr>
<tr>
<td>Math &amp; Science</td>
<td>615-230-3261</td>
</tr>
<tr>
<td>Social Science</td>
<td>615-230-3231</td>
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<table>
<thead>
<tr>
<th>Campuses</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vol State Gallatin Campus</td>
<td>615-452-8600</td>
</tr>
<tr>
<td></td>
<td>888-335-8722</td>
</tr>
<tr>
<td>Vol State Cookeville Campus</td>
<td>931-520-4607</td>
</tr>
<tr>
<td>Vol State Highland Crest (Springfield) Campus</td>
<td>615-433-7030</td>
</tr>
<tr>
<td>Vol State Livingston Campus</td>
<td>615-823-7065</td>
</tr>
<tr>
<td></td>
<td>1-800-563-8220</td>
</tr>
</tbody>
</table>
## Department’s Operation Times

<table>
<thead>
<tr>
<th>Department</th>
<th>Days</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOTE: Check the VSU Academic Calendar for holiday closing and changes to the regular office hours. Some departments will also be open additional hours during peak registration and the first weeks of classes.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular Office Hours</td>
<td>Monday-Friday</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Admissions</td>
<td>Monday-Friday</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Advising</td>
<td>Monday-Friday</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Campus Bookstore</td>
<td>Monday-Friday</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>Monday-Friday</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Testing Center</td>
<td>Monday-Friday</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Financial Aid Office</td>
<td>Monday-Friday</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Adult Learners and Veterans Affairs</td>
<td>Monday-Thursday</td>
<td>8:00 a.m. – 6:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td>Library/Learning Resources Center</td>
<td>Monday-Thursday</td>
<td>7:30 a.m. – 9:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>7:30 a.m. – 4:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>Saturday</td>
<td>8:00 a.m. – 4:00 p.m.</td>
</tr>
<tr>
<td>Learning Commons</td>
<td>Monday-Thursday</td>
<td>8:00 a.m. – 9:00 p.m.</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>8:00 a.m. – 2:00 p.m.</td>
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<tr>
<td></td>
<td>Saturday</td>
<td>8:30 a.m. – 12:30 p.m.</td>
</tr>
<tr>
<td>Records</td>
<td>Monday-Friday</td>
<td>8:00 a.m. – 4:30 p.m.</td>
</tr>
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</table>

### College Level Math, Reading & Writing (Per College Transcript)

<table>
<thead>
<tr>
<th>MATH</th>
<th>EXAMPLE</th>
<th>DSP Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td>No score</td>
<td></td>
<td>Under 24 years old, take ACT testing</td>
</tr>
<tr>
<td>Attempted</td>
<td>Any College-Level MATH class but did not pass (at TBR Institution ONLY) or take ACCUPLACER Math testing</td>
<td>DSPM 2</td>
</tr>
<tr>
<td>Completed</td>
<td>≥ MATH 1130 (not including MATH 1530) College Algebra, Calculus, Trig., etc.</td>
<td>DSPM 4</td>
</tr>
<tr>
<td></td>
<td>MATH 1005 or SAILS-plus</td>
<td>DSPM 4</td>
</tr>
<tr>
<td></td>
<td>MATH 1010, MATH 1530, or SAILS</td>
<td>DSPM 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>READING</th>
<th>EXAMPLE</th>
<th>DSP Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td>No score</td>
<td></td>
<td>Under 24 years old, take ACT testing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Over 24 years old take ACCUPLACER testing or Default to DSPR 2</td>
</tr>
<tr>
<td>READING</td>
<td>EXAMPLE</td>
<td>DSP Placement</td>
</tr>
<tr>
<td>---------</td>
<td>---------</td>
<td>---------------</td>
</tr>
<tr>
<td>Attempted</td>
<td>Any Reading-Based Course but did not pass (at TBR Institution ONLY) or take ACCUPLACER Reading testing</td>
<td>DSPR 2</td>
</tr>
<tr>
<td>Completed</td>
<td>Completed Reading-based General Education Course with a grade of ≥ C</td>
<td>DSPR 4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WRITING</th>
<th>EXAMPLE</th>
<th>DSP Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td>No score</td>
<td>Under 24 years old, take ACT testing. Over 24 years old take ACCUPLACER testing or Default to DSPW 2</td>
<td></td>
</tr>
<tr>
<td>Attempted</td>
<td>ENGL 1010 <em>(at TBR Institution ONLY)</em> or take ACCUPLACER Reading testing</td>
<td>DSPR 2</td>
</tr>
<tr>
<td>Completed</td>
<td>Completed ENGL 1010, or attempted/completed ENGL 1020, or an ENGL Lit with a grade of ≥ C</td>
<td>DSPR 4</td>
</tr>
</tbody>
</table>

**Learning Support Advising When Viewing an Old TBR Transcript**

The following applies for all Learning Support Classes:

<table>
<thead>
<tr>
<th>Class Successfully Completed</th>
<th>Course(s) Student Can Take</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing 1 (DSPW 0700)</td>
<td>ENGL 0810 + ENGL 1010</td>
</tr>
<tr>
<td>Writing 2 (DSPW 0800)</td>
<td>ENGL 1010</td>
</tr>
<tr>
<td>Reading 1 (DSPR 0700)</td>
<td>Read 0810</td>
</tr>
<tr>
<td>Reading 2 (DSPR 0800)</td>
<td>ENGL 1010</td>
</tr>
<tr>
<td>Basic Math (DSPM 0700)</td>
<td>Co-requisite MATH per student’s degree program</td>
</tr>
<tr>
<td>Elem. Algebra (DSPM 0800)</td>
<td>MATH 1005</td>
</tr>
<tr>
<td>Intermediate Algebra (DSPM 0850)</td>
<td>MATH 1130, MATH 1710, MATH 1410, etc.</td>
</tr>
</tbody>
</table>

Please note that students can be referred to Learning Commons to fulfill their remaining MATH competencies if applicable. If students can complete all five competencies, they do not need to take a Learning Support MATH course.

**Foreign Language Placement Testing**

Students who have previously taken French or Spanish at the high school level or students who have lived in a culture where French or Spanish is the native language may wish to take the Foreign Language Proficiency exam given by the Testing Center. The student may be placed in levels 1010 to 2020 with this free placement exam.

Visit the Testing Center website at www.volstate.edu/testing to schedule an appointment to take the Foreign Language placement exam.

This test is multiple choice, so results are typically available immediately after the test.
### Tennessee Education Lottery Scholarship FAQs

**For Academic Advisors**

The information below is general information. Students needing detailed information about obtaining or maintaining the HOPE (lottery) scholarship should consult the Financial Aid Office at extension 3456.

How does this affect the advisor and his/her interaction with advisees?

When students consult their advisor about dropping or withdrawing from class, the advisor should make the student aware that some choices could jeopardize their HOPE scholarship eligibility. Advisees may need to be reminded of certain lottery eligibility requirements such as: in order to retain their lottery scholarship eligibility, they must maintain an appropriate GPA and if they change from full to part-time status during a semester they will lose their eligibility. We can inform students of the lottery scholarship rules; however, they are ultimately responsible for making the decision that could affect their eligibility. The Financial Aid Office, in Ramer 129, is always available to answer any questions that may arise.

How do students apply for a Tennessee Education Lottery Scholarship (TELS)?

Students must complete and submit the Free Application for Federal Student Aid (FAFSA) by September for the Fall semester. If the student is enrolling for the first time during the spring semester, their FAFSA must be completed by February 1.

How do students initially qualify for the HOPE Scholarship?

Current year high school graduates must have an ACT composite of 21 from a national test or SAT of 980 or a weighted high school GPA of 3.0. to be considered.

GED applicants must have a 525 and 21 ACT composite on the national test to be considered.

How do students maintain the HOPE Scholarship eligibility?

Students must complete the FAFSA each year prior to the September 1 deadline.

Students must maintain continuous Fall/Spring enrollment at an eligible Tennessee College or University.

Students may attend part-time or full-time, but cannot change from full-time to part-time within the same semester and remain eligible for the lottery scholarship.

Students must maintain Satisfactory Academic Progress in accordance with the standards and practices used for Title IV programs. These are outlined in Volunteer State Community College’s Satisfactory Academic Progress Policy which you can find online at the Vol State web address.

Students must maintain an appropriate GPA at the Lottery Benchmarks listed below:

- 24 attempted hours - 2.75 GPA

<table>
<thead>
<tr>
<th>Numerical Score</th>
<th>Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-249</td>
<td>Place into Level 1, Spanish or French 1010</td>
</tr>
<tr>
<td>250-300</td>
<td>Place into Level 2, Spanish or French 1020</td>
</tr>
<tr>
<td>301-370</td>
<td>Place into Level 3, Spanish or French 2010</td>
</tr>
<tr>
<td>371 and up</td>
<td>Place into Level 4, Spanish or French 2020</td>
</tr>
</tbody>
</table>

Note: Students will not receive college credit for courses they may skip.

Students may obtain up to twelve credit hours in French or Spanish by taking the CLEP test and scoring at a certain level. There is a fee to take the CLEP test. Visit the Testing Center website at www.volstate.edu/testing for more information.
- 48 attempted hours - 2.75 GPA
- 72 attempted hours - 3.0 GPA
- 96 attempted hours - 3.0 GPA

All grades received after high school graduation are calculated into the GPA for lottery purposes. Dual enrollment classes do not apply to the lottery scholarship, lottery attempted hours, or lottery GPA. The lottery GPA and the Vol State GPA may differ, since the college’s GPA will include a dual-enrolled GPA and exclude repeated course GPA’s.

Is there an appeal policy for students who lose their HOPE Scholarship eligibility?

If students become ineligible for the HOPE Scholarship due to a change in the number of hours they completed for the term, they may appeal in writing to the Financial Aid Appeals Committee. They will need to provide documentation of their extenuating circumstances for the semester in which they lost their eligibility. The Appeals Committee will review the documentation and notify students if they can redeem their HOPE Scholarship eligibility.

If a student loses his/her TELS eligibility due to not maintaining the required GPA, he/she may regain eligibility by either repeating a course to improve the GPA by the next benchmark or by reaching the required GPA, without repeating coursework, by the next benchmark. It is the responsibility of the student to inform the Financial Aid Office when he/she has regained eligibility.

Do students who transfer from one institution to another maintain their eligibility?

Students may transfer from one eligible institution to another and maintain their scholarship, as long as they have met the eligibility requirements. If transferring in mid-year, students will need to add Volunteer State’s college code (009912) to their FAFSA and to contact the Tennessee Student Assistance Corporation and request that their funds be transferred to Volunteer State. Their high school transcript and college transcript must also be in our Records Office before eligibility can be determined.

**GRADE POINT AVERAGE FACT SHEET**

Two Grade Point Averages

“Institution” average is comprised of hours taken in college-level courses. This average is used in calculating the required GPA in determining graduation honors and in determining term honors.

“Institution Combined” average is comprised of both college-level and non-college-level courses (Learning Support/Previous Remedial/Developmental Courses). This average is used in determining suspension, probation, eligibility for financial aid, and eligibility for athletic participation.

Transcript Terminology

GPA HOURS: VSU course credit hours used to calculate GPA includes all hours attempted but excludes withdrawals.

GPA: Stands for Grade Point Average (sometimes referred to as Quality Point Average, QPA).

ATTEMPTED HOURS: Included here are all courses for which a student has registered. IMPORTANT: The grades of “W” and “I” may affect the student’s eligibility for financial aid.

PASSED HOURS: Included here are all courses for which a student has earned a passing grade.

QUALITY POINTS: Are the numbers that correspond to letter grades (e.g., A=4). See Quality Points Awarded Per Semester Hour in the catalog.
**REPEAT, “R”:** (Excluded, “E”). This refers to a course that a student has repeated and is not averaged into the GPA. (Included, “I”). This refers to a course that a student has repeated and is averaged into the GPA.

**HOW DO I FIGURE A STUDENT’S GRADE POINT AVERAGE (GPA)?**

First, to determine the number of quality points earned, the number of credit hours is multiplied by the number of quality points the grade is worth.

- Grade of A is worth 4 points
- Grade of B is worth 3 points
- Grade of C is worth 2 points
- Grade of D is worth 1 point
- Grade of F is worth 0 points

If a student takes a three-hour course and makes an “A”, that is 3 (semester hours) times 4 which equals 12 quality points.

The GPA is determined by dividing the total number of quality points by the number of passed hours. For example, if a student takes:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Credit Hours and Grades</th>
<th>Equals</th>
<th>Quality Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sociology</td>
<td>3 hours and makes an “A”</td>
<td>=</td>
<td>12 quality points</td>
</tr>
<tr>
<td>Biology</td>
<td>4 hours and makes a “B”</td>
<td>=</td>
<td>12 quality points</td>
</tr>
<tr>
<td>Archery</td>
<td>1 hour and makes a “C”</td>
<td>=</td>
<td>02 quality points</td>
</tr>
<tr>
<td>English</td>
<td>3 hours and makes a “B”</td>
<td>=</td>
<td>09 quality points</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>11 total passed hours</strong></td>
<td>=</td>
<td><strong>35 quality points</strong></td>
</tr>
</tbody>
</table>

The GPA for the semester is 35 divided by 11 which is 3.18.

**Didn’t find what you were looking for?**

Contact the Office of Advising ([advising@volstate.edu](mailto:advising@volstate.edu)) 615-230-3702 or email Terry Bubb ([terry.bubb@volstate.edu](mailto:terry.bubb@volstate.edu)).