

Volunteer State Community College

Advising Resource Manual



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 Advising Center in December 2018.

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ADVISING CENTER - Terry Bubb, Director, Lisa Borre, Assistant Director

Administrative Staff

Teresa Corlew - Senior Administrative Assistant

Pamela Lockhart - Administrative Assistant

Alyson Carter - Call Center Operator

Richard Green - Call Center Operator

Advisor/Counselor:

Guenther, Lindsay – Concentration: Business and Technology

Hilgadiack, Scott – Concentration: Social Science and Education and Veterans

Larson, Josie – Concentration: Math and Science; VSCC Nursing

Martinez, Pedro – Concentration: Humanities; ESOL; Hispanic Outreach

Completion Advisor:

(Vacant) - Business and Technology

Young, Meredith - Health Sciences

Perkins, Cassie Renease - Humanities

Melton, Mallory - Math and Science

Foster, Amanda - Social Science and Education

Reynolds, Rhonda "Breck" - Upper Cumberland Campuses

Project Coordinator TN Promise Forward Grant

Harris, Dasha - Special Population of TN PROM

Hispanic Outreach Specialist

Arguello, Oky - Hispanic Outreach

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, there are a few university parallel classes that students can take even though they are enrolled in Learning Support reading and writing. (See pages 25, 26 in this manual.)

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 the third attempt, all grades are 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 Advising Center 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. The Strong is free for students but the MBTI costs \$20.95. Students can take both and also receive a combination report detailing personality type and career interests. For this, the overall cost including the MBTI cost is \$39.90. There are also some free career instruments that the Advisor/Counselors and Completion Advisors can utilize as they assist undecided students.

Q. How do students find out what textbooks they need for classes?

A. They can go to the Vol State homepage www.volstate.edu 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 in this manual.

Q. What do students do if they wish to drop a class?

A. See page 26 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 or visiting their web page at: <http://www.volstate.edu/BusinessOffice/>.

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. What if students receive a “prerequisite/test score error” when they attempt to register for a given course?

A. It is possible that they have not taken the necessary prerequisite courses. If they have satisfied all prerequisites, however, it is likely that they merely need a permit to take the course. Students should either contact the Division that houses that course or the Advising Center for assistance.

Gallatin Campus Academic Divisions

Business and Technology – (vacant) Dean *Programs of Study and Advisors' Assignments*

All Business and Technology Programs

(Vacant), Completion Advisor
Guenther, Lindsay, Advisor/Counselor

Accounting

Hoover, John
Weaver, Joan

Administrative Professional Technology

Completion Advisor

Business Administration

Espey, John
Hoover, John
Imam, Abbas

Computer Info. Tech.; (CIT) Networking

Bell, Martin
Programming
Systems -AAS
Berry, Bob
Harber, Larry
Hearn, Phil
Morris, Rob
Wakefield, Stephen
Completion Advisor

Computer Science - AS (TTP)

Harber, Larry
Jackson, Chenchutta
Wakefield, Stephen

Cyber Defense Concentration

Imam, Abbas
Said, Samuel
Completion Advisor

Finance

Espey, John

Information Systems AS (TTP)

Bell, Martin
Berry, Bob
Morris, Rob

I.T.T. Tech - transfer students

Said, Samuel

Logistics

Ellis, Don

Management

Espey, John

Marketing

Espey, John

Medical Practice Management

Completion Advisor

Web App Developer, Level I and II

Bell, Martin

TN eCampus - Web Design Level I; Information Technology

Bell, Martin

Health Sciences - Elvis Brandon, Dean
Programs of Study and Advisors' Assignments

All Health Science Programs

Young, Meredith, Completion Advisor

Coding, Medical

Allen, Teresa
Bowling, Valerie

Dental Assistance Technology Certificate

Sutphen, Desiree
Sweat, Marilyn

Diagnostic Med Sonography

Carlton, Edward
Campbell, Jessica

***EMT Program, Paramedic Tech. Cert.,
Paramedic AAS***

Alspaugh, Kevin
Horton, Shala
Jesse, Erik
Linn, David
Park, Brandi

Fire Science Technology AAS

Stewart, Jeremy

Health Info Management AAS and Coding

Allen, Teresa
Bowling, Valerie

Medical Lab Tech AAS

Helton, Kimma

Ophthalmic Technician AAS

Cornish, Alisha
Kiernan, Samantha

Physical Therapist Assistant AAS

Brandon, Elvis-Dean
Brown, Regina
Ashley, Daniel

Radiologic Technology AAS

Boyd, Lindi
Buck, LuAnn

Respiratory Care AAS

Christmon, Kim
Allen, Jana
Higginbotham, Mallory

Sleep Diagnostic Programs

Matthews, Mel

Humanities - Tonya Daniels, Dean
Programs of Study and Advisors' Assignments

All Humanities Programs

Perkins, Cassie Renease, Completion
Advisor
Martinez, Pedro. Advisor/Counselor

Art

Smyth, Nate
Felber, Abigail

Communication: Journalism

Espravnik, Howard
Scott, Clay

***Communication: Mass Communication /
Media / RADIO TV***

Espravnik, Howard
James, Jennifer
Scott, Clay

Communication: Speech Communication

James, Jennifer
Johnson, Karen
Waltz, Sherri

English

Black, Laura
Blomgren, Nancy
Eades, Rebecca
Mandeville, Betty
Michael, Shellie
Moore, Deb

ESOL

Martinez, Pedro
Hutson, Karen
Sanchez, Jaime

Foreign Language

Martinez, Pedro
Sanchez, Jaime

General Studies

Berresheim, Catherine
Black, Laura
Black, Melva
Blomgren, Nancy
Chanin, Cindy
Cocita, Jessica
Crotzer, Sarah
Eades, Rebecca
Hall, Mickey
Hutton, Clark

Mandeville, Betty
Michael, Shellie
Moore, Deb
Morgan, Julie
Ormsby, Kelly
Sanchez, Jaime
Scott, Clay
Thomas, Edmon
Waltz, Sherri
Webb, Stephanie

Liberal Arts

Chanin, Cindy
Perkins, Cassie Renease

***Multi-Media Web Design (EMP) /
Professional Music AAS***

Bishir, Steve

Music

Peterson, Lynn
Slaughter, Nancy

Music Business / Production (EMP)

Assante, Len
Bishir, Steve

Philosophy

Hutton, Clark
Shiple, Jeremy

Recording Industry Management (EMP)

Assante, Len
Bishir, Steve

Theater

Thomas, Edmon

Video Production (EMP)

Black, Melva
Espravnik, Howard

Mathematics and Science – Thomas Ekman, Dean
Programs of Study and Advisors' Assignments

All Math and Science Programs

Melton, Mallory, Completion Advisor

Nursing or Pre-Health

Larson, Josie. Advisor/Counselor;

Agri-Business/Agri-Communications/Agri-Science

Cothran, Terry
Cropper, Samuel

Animal Care

Smith, Donna

Biology AS (TTP)

Bloom, Erin
Carter, Robert
Clifford, Phil
Dye, Billy
Hicks, Charles (Chuck)
Malosh, Chrysa

Biotechnology

Dolan, Joseph W

Chemistry AS (TTP)

Kelley, Shane
Malosh, Chrysa

Clinical Lab Science

Milstead, Lauren

Pre-Dental Hygiene

Dolan, Joseph W
Farsian, Maryam

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/Geo-Science AS (TTP)

Cropper, Samuel

Industrial Technology

Farris, Timothy Hall
Lockamy, Floyd

Mechatronics

Kiely, Patrick
Farris, Timothy Hall
Lockamy, Floyd

Mathematics; Mathematics and Science

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
Melton, Mallory

Pre-Health Professions: Dentistry

Dolan, Joseph W
Farsian, Maryam

Pre-Health Professions: Medicine

Melton, Mallory

***Pre-Health Professions: Occupational
Therapy***

Williams, Douglas

Pre-Health Professions: Optometry

Dolan, Joseph W
Farsian, Maryam

Pre-Health Professions: Pharmacy

Dolan, Joseph W
Farsian, Maryam

***Pre-Health Professions: Physical Therapy
AS TTP***

Williams, Douglas

Pre-Nursing

Bible, Ondis N
Blakeman, Steve
Bruton, Greg
Caldwell, Kimberly
Cothran, Terry
Dayhuff, Le-Ellen
Dye, Billy
Dyer, Peggy A
Fenton, Shelley Dee
Farsian, Maryam
Forrester, Elizabeth
Frauendienst, Leah
Johnson, Katherine R
Kent, Jeffrey David
Lester, Edith
McVey, Vicky
Milstead, Lauren
Moore, Jeffrey Todd
Shariati, Mark M
Shipman, Jerrod
Yarborough, LaDonna
Yarbrough, Mary Norton

Pre-Vet Tech AAS

Smith, Donna

***Veterinary Tech. Assistant. Certificate;
Veterinary Technology (AAS)***

Wright, Kimberly Hope

Social Science and Education - James Brown, Dean
Programs of Study and Advisors' Assignments

All Social Science and Education Programs

Foster, Amanda, Completion Advisor
Hilgadiack, Scott. Advisor/Counselor

Business/Managerial Economics AS

Eades, Grady
Fuqua, David

Criminal Justice

Cook, Kevin

Early Childhood Education, AAS and Certificates

Duncan, Penny
Topping, Carol
Nieman Stacey

Early Childhood Education, AST

Foster, Amanda

Economics/Business

Eades, Grady
Fuqua, David

Elementary Education

Bell, Keith
Douglas, Joseph
Duncan, Penny
Johnson, Peter
Pierce, Stella
Williams, Philip

Elementary Education, AST

Foster, Amanda

Exercise Science

Fuqua, David
Shriver, Kendall Joy
Timberlake, Ron

Geography

Bell, Keith

Health

Fuqua, David
Shriver, Kendall Joy
Timberlake, Ron

Health, PE, and Sports Medicine

Fuqua, David

Shriver, Kendall Joy
Timberlake, Ron

History

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

Homeland Security

Cook, Kevin

Human Services

Fuston, Jamie
Hardyway, Sidney
Martin, Connie
Williams, Philip

International Affairs AA

McKinney, Merritt Justin
McMillan, Scott

Paralegal

Carrell, David

Physical Education

McMillan, Scott
Shriver, Kendall Joy
Timberlake, Ron

Political Science

McKinney, Merritt Justin
McMillan, Scott

Pre-Law

Bucy, Carole

Psychology

Dretchen, Vicki
Hardyway, Sidney
Martin, Connie

Mazza-Carter, Krista
Topping, Carol

Secondary Education / Special Education

Bell, Keith
Douglas, Joseph
Duncan, Penny
Johnson, Peter
Pierce, Stella
Williams, Philip

***Secondary Education / Special Education,
AST***

Foster, Amanda, Completion Advisor

Social Science and Education

Foster, Amanda, Completion Advisor

Sociology

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

Sports and Leisure Management

Timberlake, Ron

Upper Cumberland Campuses

Cookeville Higher Education Center (CHEC) - Lori Richards, Director

(CHEC) Business and Technology - (vacant), Dean *Programs of Study and Advisors' Assignments*

All Business and Technology Programs of Study

Reynolds, Rhonda "Breck", Completion Advisor

Allison, Ashley

Burgess, Greg

Wilson, Cynthia

Accounting TTP

Maresh, Michelle

Computer Information Technology (CIT)

Allison, Ashley

Logistics

Ellis, Don

(CHEC) Health Science – Elvis Brandon, Dean *Programs of Study and Advisors' Assignments*

All Health Science programs

Reynolds, Rhonda "Breck", Completion Advisor

Dental Assistant Technical Certificate

Darden, John Rufus

Diagnostic Medical Sonography

Allison, Ashley

EMT Program

Brown, Roger

Parker, Dennis

Fire Science Technology AAS

Allison, Ashley

Health Info Management AAS (Coding)

Allison, Ashley

Health Science AS

Reynolds, Rhonda "Breck", Completion Advisor

Medical Informatics AAS

Allison, Ashley

Medical Lab Technology AAS

Johnson, Dave

Ophthalmic Technician AAS

Teeple, Vanessa

Paramedic

Brown, Roger

Parker, Dennis

Physical Therapist Assistant, AAS

Wilson, Cynthia

Radiologic Technology AAS

Pryor, Greg

Respiratory Care AAS

Allison, Ashley

Sleep Diagnostic Programs

Matthews, Mel

(CHEC) Humanities – Tonya Daniels, Dean
Programs of Study and Advisors' Assignments

All Humanities Programs of Study

Reynolds, Rhonda "Breck", Completion
Advisor

Flatt, Lucas

Johnson, Dave

Milburn, Callie

Price, Ami

Thrasher, Cindy

(CHEC) Math and Science – Thomas Ekman, Dean
Programs of Study and Advisors' Assignments

All Math and Science Programs of Study

Reynolds, Rhonda "Breck", Completion
Advisor

Biology

Cannon, Sherrie

Green, Mark

Chemistry

Cathey, Linda Jan

Engineering (ALL)

Dean, Timothy

Environmental Science AS

Green, Mark

Mechatronics

Dean, Timothy

Nursing

Brachey, Sheela

Cannon, Sherrie

Cathey, Linda Jan

Garwood, Forrest

Green, Mark

Mantle, John M

Maresh, Michelle

Physics

Cathey, Linda Jan

Pre-Health Professions

Cathey, Linda Jan

Mantle, John M

Pre-Vet Technology

Smith, Donna

Veterinary Technology

Wright, Kimberly Hope

(CHEC) Social Science and Education – James Brown, Dean
Programs of Study and Advisors' Assignments

***All Social Science and Education Programs
of Study***

Reynolds, Rhonda "Breck", Completion
Advisor

Criminal Justice

Allison, Ashley

Wilson, Cynthia

History

Powell, Carolyn

***Social Science and Edu. Programs, (except
History)***

Allison, Ashley

***Social Science and Edu. Programs, (except
History and Criminal Justice)***

Teeple, Vanessa

Livingston Campus - Mike Powell, Director

(Livingston) Business and Technology - (vacant), Dean
Programs of Study and Advisors' Assignments

All Business Programs of Study

Reynolds, Rhonda "Breck", Completion
Advisor

Allison, Ashley

Burgess, Greg

Wilson, Cynthia

(Livingston) Health Science - Elvis Brandon, Dean
Programs of Study and Advisors' Assignments

All Health Science Programs

Reynolds, Rhonda "Breck", Completion
Advisor

Allison, Ashley

Ophthalmic Technician AAS

Allison, Ashley

Dental Assistant Technical Certificate

Darden, John Rufus

Paramedic

Allison, Ashley

Diagnostic Medical Sonography

Allison, Ashley

Physical Therapist Assistant, AAS

Allison, Ashley

EMT Program

Allison, Ashley

Radiologic Technology AAS

Pryor, Greg

Fire Science Technology AAS

Allison, Ashley

Respiratory Care AAS

Allison, Ashley

Health Info Management AAS (Coding)

Teeple, Vanessa

Sleep Diagnostic

Matthews, Mel

Medical Informatics AAS

(Livingston) Humanities - Tonya Daniels, Dean
Programs of Study and Advisors' Assignments

All Humanities Programs of Study

Reynolds, Rhonda "Breck", Completion
Advisor

Johnson, Dave
Wilson, Cynthia

(Livingston) Math and Science - Thomas Ekman, Dean
Programs of Study and Advisors' Assignments

***ALL Math and Science programs (except
Vet Tech.)***

Reynolds, Rhonda "Breck", Completion
Advisor

Dental Hygiene

Darden, John Rufus

Nursing

Darden, John Rufus

Hosey, Joy

Shinde, Girija

Pre-Vet Technology

Smith, Donna

Veterinary Technology

Wright, Kimberly Hope

(Livingston) Social Science and Education - James Brown, Dean
Programs of Study and Advisors' Assignments

***ALL Social Science and Education Programs
(except Criminal Justice)***

Reynolds, Rhonda "Breck", Completion
Advisor

Pryor, Greg

Teepie, Vanessa

Criminal Justice

Allison, Ashley

Wilson, Cynthia

Highland Crest Campus (Springfield TN) - Kelly Miller, Director

(Highland) Business and Technology – (vacant), Dean
Programs of Study and Advisors' Assignments

ALL Business Programs of Study

(vacant), Completion Advisor

Blackwell, Lesa

Powers, Dana

(Highland) Health Science – Elvis Brandon, Dean
Programs of Study and Advisors' Assignments

ALL Health Science Programs

Young, Meredith, Completion Advisor

Dental Assistant Technical Certificate

Sutphen, Desiree

Diagnostic Medical Sonography

Carlton, Edward

EMT Program

Alspaugh, Kevin

Linn, David

Park, Brandi

Fire Science Technology AAS

Stewart, Jeremy

Health Info Management AAS (Coding)

Allen, Teresa

Health Science AS - General

Young, Meredith

Medical Informatics AAS

Bowling, Valerie

Medical Lab Technology AAS

Helton, Kimma

Ophthalmic Technician AAS

Cornish, Alisa

Paramedic

Alspaugh, Kevin

Linn, David

Park, Brandi

Physical Therapist Assistant, AAS

Brown, Regina

Radiologic Technology AAS

Boyd, Lindi

Respiratory Care AAS

Higginbotham, Mallory

Sleep Diagnostic

Matthews, Mel

(Highland Crest) Humanities – Tonya Daniels, Dean

Programs of Study and Advisors' Assignments

ALL Humanities Programs of Study

Perkins, Cassie Renease, Completion
Advisor

Grimes, Wanda

Yatsko, John

(Highland Crest) Math and Science – Thomas Ekman, Dean

Programs of Study and Advisors' Assignments

All Math and Science Programs of Study

Melton, Mallory, Completion Advisor

Agri-Business/Agri-Science (APSU)

Cothran, Terry

Nursing

Mann, Hillman

Mechatronic

Kiely, Patrick

Pre-Vet Technology

Smith, Donna

Veterinary Technology

Wright, Kimberly Hope

(Highland Crest) Social Science and Education – James Brown, Dean

Programs of Study and Advisors' Assignments

***All Social Science and Education Programs
(except Criminal Justice)***

Foster, Amanda, Completion Advisor

Grimes, Wanda

Yatsko, John

ALL Criminal Justice

Cook, Kevin

The Advising Center 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 and Procedures

Important Procedures

- Degree-seeking students under 21 years of age will 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 Advising Center.
- 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 will be required 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 Advising Center. The opportunity to “challenge” is available by requesting a “Challenge Test Authorization Form” in the Advising Center.

- Transfer students without college-level English composition credit will 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 will 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 Advising Center.
- Non-degree-seeking students without college-level English composition credit will 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.
- Holistic evaluation of initial placement may be made on occasion in the Learning Commons.
- The college procedure for dropping a full-term 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 Advising Center. 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 Advising Center. 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.
- Degree-seeking students are required to either complete INFS 1010 (Computer Applications) or take the Computer Competency Exam (CCE). This is to ensure that all graduates are computer literate. If INFS 1010 is a specific course requirement in a degree program, students may not take the CCE to meet this requirement. These students must enroll in and pass the INFS 1010 course.

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.
- Students must take the Computer Competency Exam (CCE) or pass the INFS 1010 course. Students pursuing degrees with INFS 1010 in the curriculum must take the course; the CCE is not an option for those degrees.
- 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 and 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. Please note, however, that if a degree program is discontinued, a “teach-out plan” must be followed.

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 and www.volstate.edu/immunizations.)
2. Apply for financial aid.
3. Contact the Advising Center to be screened for placement testing. If required, schedule a date to take the Placement Test through the Testing Center (www.volstate.edu/testing).
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 MyVolState 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. Students are STRONGLY encouraged to take the INFS 1010 course or prepare for and take the Computer Competency Exam within the first 15 hours of attempted coursework.
8. After earning 30 college-level hours toward a specific degree, pick up a Graduation Packet in the Office of Records and 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.
9. 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 and Education Division. Students should visit the Testing Center website (www.volstate.edu/testing) to schedule the ETSP, Business, and/or Paralegal exit exams.
10. Visit the graduation website (www.volstate.edu/graduation) for a Checklist for Prospective Graduates and for information regarding the Commencement Ceremony.
11. All second-year students who seek career employment at graduation should speak with the Office of Career Services at the beginning of their last semester to discuss the placement process, the job market, and other services and materials available.
12. 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.

Graduating Semester	Priority Deadline	Final Deadline
Spring	October 31 st	February 1 st
Summer	March 15 th	June 1 st
Fall	April 30 th	September 1 st

- 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 and 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 (www.volstate.edu/graduation) 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 and Registration or download the PDF version online from the graduation website (www.volstate.edu/graduation).
 - 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 MyVolState Portal (<https://portal.volstate.edu>) and meeting with an advisor, the student will then take the completed Graduation Plan to the Office of Records and 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 and 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.

Some University Parallel Courses without Learning Support Reading/Writing Pre-requisites (Not Including MATH courses)

- ENGL 2860 (GEN ED)
- HED 120 (GEN ED), all other HED classes except for HED 220
- All PHED classes
- ART 1035 (GEN ED), ARTP 1010, ARTP 1020 (if ARTP 1010 has been successfully completed), ARTP 135, ARTP 136, and ARTP 155
- MUS 1002, MUS 1110 (if MUS 1002 has been taken or a Theory Placement Exam has been passed), MUS 222, MUS 223, MUS 224, and many one-hour performance or private instruction MUS classes. MUS 1030, however, has Learning Support Reading and Writing as pre-requisites.
- A few COMM/SPCH classes like COMM 120, SPCH 210, COMM 240, as well as some “technique” classes like COMM 2010, COMM 2020, and COMM 130. SPCH 1010 and SPCH 103, however, have Learning Support Reading and Writing as pre-requisites.
- ECED 1310 (Along with many other ECED courses). Usually only taken by ECED majors, though.
- Most CRMJ classes. Students must be at Learning Support levels in reading and writing, however.

- THEA 1030 (GEN ED), THEA 120, THEA 130. Please note, though, that due to capacity issues these courses typically are taken by THEA majors.
- VSCC 1000 (“College Success”)
- INFS 1010

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 Advising Center. Advisor/Counselors and Completion Advisors in the Advising Center (and other authorized staff) 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.

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 going to the Advising Center and making the request. The Advising Center 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.

Vol State eLearn and TN eCampus

Two convenient options for taking online classes at Vol State

Vol State eLearn classes, section numbers begin with “C”

For example: ENGL 1010 C01, C02, C03...

TN eCampus classes, section numbers begin with “R”

For example: ENGL 1010 R01, R25, R50, R80...

Fees for 2018-2019 School Year

\$164 per credit hour up to 12 hours, then \$34 for each additional credit hour over 12.

\$164 per credit hour, no maximum, plus an additional \$66 per credit hour, no maximum.

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 eLearn portal and use Vol State student username and password, or login to MyVolState and 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 student portal at 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

ellearn@volstate.edu

IT Help Desk: 615-230-3302

vsc.ithelpdesk@volstate.edu

TN eCampus Support: (866) 895-8429

tnecampus-support@D2L.com

Student Liaison, Lisa Borre: 615-230-3384 Lisa.Borre@volstate.edu

NASHVILLE AREA COLLEGES – TRANSFER OF CREDIT TO VSCC

The College accepts courses from Aquinas College, Belmont University, Cumberland University, Free Will Baptist, John A. Gupton College, Lipscomb University, Fisk University, Meharry Medical College, Trevecca Nazarene University, Vanderbilt University, or any institution that is a regionally-accredited institution by an agency such as the Southern Association of Colleges and Schools.

**The "we do not automatically accept credits" statement means students may be able to take course descriptions and appeal to individual Divisions for credit, if they wish. As a general rule, courses will not automatically transfer from the following schools:

AMERICAN BAPTIST COLLEGE — No, we do not automatically accept credits.

ANTHEM COLLEGE (Formerly known as Hi-Tech Institute) — No, we do not automatically accept credits.

BOWLING GREEN REGIONAL TECHNICAL COLLEGE — No, we do not automatically accept credits prior to Jan. 1, 2009. (Regional Accreditation occurred then.)

BRANELL BUSINESS COLLEGE — No, we do not automatically accept credits.

DAYMAR INSTITUTE (Formerly known as DRAUGHONS JR. COLLEGE) — No, we do not automatically accept credits.

EDMONSON JR. COLLEGE — No, we do not automatically accept credits.

FUGAZZI COLLEGE — No, we do not automatically accept credits.

ITT TECHNICAL INSTITUTE — No, we do not automatically accept credits.

MILLER-MOTTE BUSINESS COLLEGE (Clarksville) — No, we do not automatically accept credits.

NASHVILLE AUTO DIESEL COLLEGE — No, we do not automatically accept credits.

NOSSI COLLEGE OF ART — No, we do not automatically accept credits.

O'MORE COLLEGE OF DESIGN — No, we do not automatically accept credits.

SOUTHWESTERN CAREER COLLEGE (Formerly KAPLAN CAREER COLLEGE, Nashville) — No, we do not automatically accept credits.

WATKINS INSTITUTE — No, we do not automatically accept credits prior to Jan. 1, 2010. (Regional Accreditation occurred then.)

**Unless otherwise noted, the above institutions are not regionally accredited.

Services

ACADEMIC ASSISTANCE

Academic assistance is available to all students in the following locations: The Learning Commons (Language Center and Math Assistance; more detail below), and online tutoring via Tutor.com.

THE LANGUAGE CENTER (Located in Learning Commons)

Provides extra assistance related to communication. Students are assisted here with every aspect of written, oral, and visual communication, from homework assignments to class projects. The Center offers speech outline and preparation assistance. It also is an open access computer lab. For students seeking foreign language assistance, the Center has Rosetta Stone software.

LEARNING COMMONS (Located on every Vol State campus)

The Learning Commons serves students as a one-stop shop for academic support. In addition to housing the Language Center, The Learning Commons provides math tutoring for many classes, peer tutoring in many subjects, test preparation, skill assessment and development, help with online classes and eLearn use, and assistance with using Tutor.com.

Testing Center

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

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.

CCE (Computer Competency Exam)

- Demonstration of computer literacy is a graduation requirement for all degree-seeking students.
- Students whose program of study does not require completion of INFS 1010 (Computer Applications) may take the CCE to demonstrate computer literacy.
- There is no charge to take the CCE.
- The exam is 60 minutes in length, and students will receive their scores immediately after completion.
- A passing score on the CCE does not award college credit for INFS 1010.
- More information is available on the Computer Competency Requirement website.

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, go to www.volstate.edu/testing and follow the directions to schedule an appointment at the Gallatin or Cookeville (CHEC) 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 COMPASS 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 ETS 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 the Sumner County American Job Center, located at 1598 Greenlea Blvd., in Gallatin. Their telephone number is (615) 452-1964.

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/>

Location: Learning Commons, Thigpen Library 1st floor (Gallatin campus)

Phone: (615) 230-3676

Learning Commons - The Language Center - for all your English, Writing, and Speech needs

NO APPOINTMENT NECESSARY!

Website: <http://www.volstate.edu/LanguageCenter/>

Location: Learning Commons, Thigpen Library 1st floor

Phone: (615) 230-3397

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.

The Thigpen Library - For research assistance, contact Thigpen Library Reference at 615-230-3405

Website: <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>

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/>

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 “MyVolstate” 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 “MyVolstate” 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 Advising Center at 615-230-3702 or advising@volstate.edu or come in person to the Ramer Building, Suite 174, on the Gallatin campus or check in at the reception desk at the Highland Crest and Upper Cumberland campuses.

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.

ADVISING CENTER

The Advising Center is located in Suite 174 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 230-3702. The Advising Center is open extended hours during peak registration times. No appointment is necessary.

Academic Advising

The primary focus of the Advising Center 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. The Kuder is an additional test which can be taken at home or on campus. It measures personality traits and career preferences.

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 Advising Center 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).

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 at (615) 230-3207.

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.

Placement levels in Spanish and French:

Numerical Score	Placement
0-249	Place into Level 1, Spanish or French 1010
250-300	Place into Level 2, Spanish or French 1020
301-370	Place into Level 3, Spanish or French 2010
371 and up	Place into Level 4, Spanish or French 2020

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.

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 132, 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 1, 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 a 21 ACT/SAT equivalent or a 3.0 final GPA.

GED/HiSET applicants must have a 170 on the GED and a 15 on the HiSET.

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
- 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. The Lottery Appeal Form can be found online at www.volstate.edu on the Financial Aid Forms page.

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: VSCC 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:

Subject	Credit Hours and Grades	Equals	Quality Points
Sociology	3 hours and makes an “A”	=	12 quality points
Biology	4 hours and makes a “B”	=	12 quality points
Archery	1 hour and makes a “C”	=	02 quality points
English	3 hours and makes a “B”	=	09 quality points
TOTALS	11 total passed hours	=	35 quality points

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

VSCC CONTACT INFORMATION:

Commonly Called Phone Numbers

Offices	Phone Numbers
Academic Affairs	615-230-3557
Admissions	615-230-3688
Advising Center	615-230-3702
Business Office	615-230-3585

Offices	Phone Numbers
Financial Aid	615-230-3456
IT Help Desk	615-230-3302
Learning Commons	615-230-3676
Records	615-230-3466
Student Services	615-230-3441
Testing Center	615-230-3484

Divisions	Phone Numbers
Health Sciences	615-230-3333
Business	615-230-3301
Humanities	615-230-3201
Math and Science	615-230-3261
Social Science	615-230-3231

Campuses	Phone Numbers
Gallatin Campus	615-452-8600
	888-335-8722
Cookeville Higher Education Center (CHEC)	931-520-4607
Highland Crest (Springfield)	615-433-7030
Livingston Center	615-823-7065
	1-800-563-8220

Department's Operation Times

Departments	Days	Times
NOTE: Check the VSCC 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.		
Regular Office Hours	Monday-Friday	8:00 a.m. - 4:30 p.m.
Admissions Office	Monday-Friday	8:00 a.m. - 4:30 p.m.
Advising Center	Monday-Friday	8:00 a.m. - 4:30 p.m.
Campus Bookstore	Monday-Friday	8:00 a.m. - 4:30 p.m.
Continuing Education	Monday-Friday	8:00 a.m. - 4:30 p.m.
Testing Center	Monday-Friday	8:00 a.m. - 4:30 p.m.
Financial Aid Office	Monday-Friday	8:00 a.m. - 4:30 p.m.
Office of Adult Learners and Veterans Affairs	Monday-Thursday	8:00 a.m. - 6:00 p.m.
	Friday	8:00 a.m. - 4:30 p.m.
Library/Learning Resources Center	Monday-Thursday	7:30 a.m. - 9:00 p.m.
	Friday	7:30 a.m. - 4:30 p.m.

Departments	Days	Times
	Saturday	8:00 a.m. - 4:00 p.m.
Learning Commons	Monday-Thursday	8:00 a.m. – 9:00 p.m.
	Friday	8:00 a.m. – 2:00 p.m.
	Saturday	8:30 a.m. – 12:30 p.m.
Records Office	Monday-Friday	8:00 a.m. – 4:30 p.m.

Volunteer State Community College
 Advising Center
 1480 Nashville Pike
 Gallatin, Tennessee 37066
 (615) 230-3702
 1-888-335-VSCC, Ext. 3702
 Fax: (615) 230-3692
 E-mail: advising@volstate.edu