

Volunteer State Community College

Advising Resource Manual



Academic Advising

Academic advising is a proactive and collaborative relationship between the student and the advisor that promotes teaching and learning. Advisors will assist students to identify and cultivate their strengths while recognizing and addressing barriers to student success.

The engagement is student-centered with an intentional focus on building a positive rapport, fostering inclusion, and providing an equitable experience with all students. Through informed decision making, and a dynamic process of mutual discovery and self-determination, advisors guide students through curricular pathways toward the successful completion of academic and career goals while encouraging lifelong learning.

"Advising is not merely providing advice. Rather, advising is a helping [and reciprocal] relationship between two people" (Schuh, John H., Jones, Susan R., Harper, Shaun R., and Associates (Eds.), 2011).

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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 directive from TBR in fall 2019.

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 rubrics have changed over the years.

Q. If students fail a course and retakes 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 guidance for them. Two “career tests” are given on campus or can be taken remotely: the Myers-Briggs Type Indicator (MBTI) and the Strong Interest Inventory (SII). The SII is free for students. 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* which is available online.

Q. How do students find out what textbooks they need for classes before the semester begins?

A. They can go to volstate.edu/bookstore and click on “Bookstore Online Store.” By entering just their student ID number or course information, students can find out what textbooks (and possibly other materials) that they need.

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 23 in this manual.

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

Students drop a class by using the “Drop/Withdraw Form” found by accessing “Student Forms” after logging into “My Vol State.”

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 may 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. They can click on the "envelope icon" at the top of their degree audit and request an appointment.)

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 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 whom 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) can provide career guidance and are happy to meet with students to discuss career/degree program options. Students can contact the Office of Advising to set up an appointment for career guidance. 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

Golden, Bridget, Completion Advisor
Guenther, Lindsay, Advisor Counselor
Powell, Lauren, Completion Advisor

Accounting

Hoover, John

Administrative Professional Technology

Guenther, Lindsay

Business Administration

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

Computer Info. Tech. Cyber Defense

Bond, Josh
Iman, Abbas
Pinkerton, Freda

Computer Info. Tech. (CIT) Networking

Bell, Martin
Hearn, Phillip
Wakefield, Stephen

Programming Systems -AAS

Bell, Martin

Hearn, Phillip
Wakefield, Stephen

Computer Science - AS (TTP)

Hearn, Phillip
Wakefield, Stephen

Finance

Espey, John

Information Systems AS (TTP)

Bell, Martin

Logistics

Ellis, Don

Management

Rives, Anita

Marketing

Espey, John

Medical Practice Management

Foley-Roberts, Hope

Web App Developer, Level I & II

Bell, Martin

TN eCampus - Web Design Level I

Bell, Martin

TN eCampus - Information Technology

Bell, Martin

Gallatin Health Sciences – Kim Christmon, Dean

All Health Science Programs

Berry, Duane, Advisor Counselor
Lamberth, Amanda, Completion Advisor
Young, Meredith, Completion Advisor

Coding, Medical

Allen, Teresa
Bowling, Valerie

Dental Assistance Technology Certificate

Sutphen, Desiree
Sweat, Marilyn

Diagnostic Med Sonography

Carlton, Edward

EMT Program, Paramedic Tech. Cert., Paramedic AAS

Alsbaugh, Kevin
Jesse, Erik
Linn, David

Fire Science Technology AAS

Stewart, Jeremy

Health Info Management AAS

Allen, Teresa
Bowling, Valerie

Medical Lab Tech AAS

Allen, Julia
Helton, Kimberly

Ophthalmic Technician AAS

Cornish, Alisha

Physical Therapist Assistant AAS

Brown, Regina

Ashley, Daniel

Radiologic Technology AAS

Boyd, Lindi

Buck, LuAnn

Respiratory Care AAS

Allen, Jana

Higginbotham, Mallory

Sleep Diagnostic Programs

Matthews, Mel

Gallatin Humanities – Erin Mann, Dean

All Humanities Programs

Martinez, Pedro, Advisor Counselor

Art

Smyth, Nate

Felber, Abigail

Communication: Journalism

Scott, Clay

Communication: Mass Comm. / Media / RADIO TV

James, Jennifer

Monk, Dianna

Scott, Clay

Communication: Speech Communication

James, Jennifer

Johnson, Karen

Monk, Dianna

Waltz, Sherri

English

Andrews, Emily

Black, Laura

Blomgren, Nancy

Eades, Rebecca

Hall, Arlo

Jeffers, Gregory

Mandeville, Betty

Michael, Shellie

Moore, Deb

Moore, Taylor

Previte, Suzanne

ESOL

Hutson, Karen

Martinez, Pedro

Foreign Language

Sanchez, Jaime

Vandiver-Lawrence, Michelle

General Studies

Andrews, Emily

Berresheim, Catherine

Black, Laura

Blomgren, Nancy

Chanin, Cindy

Eades, Rebecca

Gorgie, Jean

Hall, Arlo

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, Sheri

Liberal Arts

Chanin, Cindy

Multi-Media Web Design (EMP)

Bishir, Steve

Music

Graves, Ben

Peterson, Lynn

Reynolds, Nicholas

Slaughter, Nancy

Music Business / Production (EMP)

Assante, Len

Bishir, Steve

Dove, Michael

Professional Music AAS

Bishir, Steve
Graves, Ben

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 – Shane Talbott, Dean

All Math & Science Programs

Larson, Josie, Advisor Counselor
Powers, Dana, 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, Chrysta

Biotechnology

Dolan, Joseph W

Chemistry AS (TTP)

Kelley, Shane
Malosh, Chrysta

Clinical Lab Science

Milstead, Lauren

Pre-Dental Hygiene

Dolan, Joseph W

Engineering - ALL TYPES (except CHEMICAL)

Blakeman, Steve
Farris, Timothy
Forrester, Elizabeth
Frauendienst, Leah
McVey, Vicky
Ni, Lingli
Sowell, Rita

Engineering - CHEMICAL only

Kelley, Shane

Environmental Science AS

Bloom, Erin
Clifford, Phil

General Technology

Farris, Timothy

Geology/Geo-Science AS (TTP)

Cropper, Samuel

Industrial Technology

Farris, Timothy

Mechatronics

Farris, Timothy
Kiely, Patrick

Mathematics; Mathematics and Science

Fenton, Shelley Dee
Kenigson, Jonathan

Physics

Farris, Timothy
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

Powers, Dana

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

Blakeman, Steve

Bruton, Greg

Caldwell, Kimberly

Dayhuff, Le-Ellen

Dye, Billy

Dyer, Peggy A

Fenton, Shelley Dee

Forrester, Elizabeth

Frauendienst, Leah

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

Wright, Kimberly Hope

Veterinary Tech. (AAS)

Wright, Kimberly Hope

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

Timberlake, Ron

Health, PE, & Sports Medicine

Fuqua, David

McKinney, Justin

Shriver, Kendall Joy

Timberlake, Ron

History

Bucy, Carole

Douglas, Joseph

Eades, Grady

Johnson, Peter

McKinney, Merritt

Pierce, Stella

Homeland Security

Cook, Kevin

Tracy, Bradley

Human Services

Fuston, Jamie

Hardyway, 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

Burton, Jennifer
Hardyway, Sidney
Martin, Connie
Mazza-Carter, Krista
Topping, Carol

Secondary Education/Special Education

Bell, Keith

Douglas, Joseph
Duncan, Penny
Pierce, Stella
Williams, Philip

Secondary Education/Special Education, AST

Foster, Amanda

Social Science & Education

Foster, Amanda

Sociology

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

Sports & Leisure Management

Fuqua, David
McKinney, Justin
Shriver, Kendall Joy
Timberlake, Ron

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 (Livingston)
Reynolds, Rhonda "Breck", Upper Cumberland Completion Advisor
Spivey, Jennifer, Coordinator of Student Services (Cookeville)
Wilson, Cynthia, Student Services Specialist (Livingston)

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)

Allison, Ashley
Burgess, Gregory

Logistics

Ellis, Don

Management & Marketing

Allison, Ashley

Mantle, John

Cookeville Health Science – Kim Christmon, Dean

Dental Assistant Technical Certificate

Allison, Ashley

Hosey, Joy

Medical Lab Technology AAS

Allison, Ashley

Wilson, Cynthia

Diagnostic Medical Sonography

Allison, Ashley

Wilson, Cynthia

Ophthalmic Technician AAS

Allison, Ashley

Wilson, Cynthia

EMT Program

Allison, Ashley

Brown, Roger

Paramedic

Allison, Ashley

Brown, Roger

Fire Science Technology AAS

Stewart, Jeremy

Physical Therapist Assistant, AAS

Allison, Ashley

Wilson, Cynthia

Health Info Management AAS (Coding)

Allison, Ashley

Radiologic Technology AAS

Allison, Ashley

Pryor, Greg

Health Science AS

Reynolds, Rhonda "Breck"

Respiratory Care AAS

Allison, Ashley

Wilson, Cynthia

Medical Informatics AAS

Allison, Ashley

Wilson, Cynthia

Sleep Diagnostic Programs

Matthews, Mel

Cookeville Humanities – Erin Mann, Dean

Communication

Tallent, Cindy

Green, Mark

Price, Ami

English

Flatt, Lucas

Tallent, Cindy

Voris, Stephanie

General Studies

Brachey, Sheela

Flatt, Lucas

Garwood, Forrest

Multimedia Web Design

Tallent, Cindy

Music

Tallent, Cindy

Cookeville Math and Science – Shane Talbott, Dean

Agri-Sciences

Allison, Ashley

Engineering (ALL)

Dean, Timothy

Biology

Green, Mark

Environmental Science AS

Green, Mark

Chemistry

Cathey, Linda Jan

Geosciences

Cathey, Linda

Mechatronics

Dean, Timothy

Physics

Cathey, Linda Jan

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

Cookeville Social Science and Education – James Brown, Dean

Criminal Justice

Powell, Carolyn

Early Childhood Education

Brachey, Sheela

Wilson, Cynthia

Exercise Science

Darden, John

History

Powell, Carolyn

Psychology

Teeple, Vanessa

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

Maresh, Michelle

Logistics Management

Ellis, Don

Management

Allison, Ashley

Mantle, John

Marketing

Allison, Ashley

Officer, Lisa

Medical Practice Management

Allison, Ashley

Officer, Lisa

Multi-Media Web Design

Allison, Ashley

Livingston Health Science – Kim Christmon, 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 – Erin Mann, Dean

Art

Officer, Lisa

Communication

Officer, Lisa

Tallent, Cynthia

English

Flatt, Lucas

Foreign Language

Price, Ami

General Studies

Johnson, David

Multimedia Web Design

Officer, Lisa

Music / Recording Industry

Allison, Ashley

Officer, Lisa

Video Production

Officer, Lisa

Livingston VSCC Nursing – Cassie Koester, Dean

VSCC Nursing

Darden, John Rufus

Hosey, Joy

Reynolds, Rhonda "Breck"

Shinde, Girija

Livingston Math and Science - Thomas Ekman, Dean

Biology

Green, Mark

Chemistry

Officer, Lisa

Engineering

Dean Timothy

Officer, Lisa

Environmental Science

Green, Mark

Mechatronics

Dean, Timothy

Physics

Officer, Lisa

Pre-Clinical Lab Science

Darden, John Rufus

Pre-Dental Hygiene

Darden, John Rufus

Pre-Health Professionals

Officer, Lisa

Pre-Nursing

Burgess, Gregory

Darden, John Rufus

Hosey, Joy

Officer, Lisa

Shinde, Girija

Wilson, Cynthia

Pre-Occupational Therapy

Officer, Lisa

Pre-Physical Therapy AS

Officer, Lisa

Pre-Vet Technology
Smith, Donna

Veterinary Technology
Wright, Kimberly Hope

Livingston Social Science and Education - James Brown, Dean

Criminal Justice
Officer, Lisa
Powell, Carolyn

Early Childhood Education
Brachey, Sheela
Officer, Lisa
Wilson, Cynthia

Economics
Officer, Lisa

Elementary Education
Wilson, Cynthia

Exercise Science
Darden, John Rufus

Health, PE, & Sports Medicine
Darden, John Rufus

History
Pryor, Gregory

Human Services
Officer, Lisa

International Affairs
Officer, Lisa

Political Science
Officer, Lisa

Psychology
Teeple, Vanessa

Secondary Education
Wilson, Cynthia

Social Science & Education
Teeple, Vanessa

Sociology
Voris, Stephanie

Special Education
Wilson, Cynthia

Sports & Leisure Management
Officer, Lisa

Teaching AST
Wilson, Cynthia

Vol State Springfield – Destinee Duff, Director

Springfield Business and Technology – Andrew White, Dean

ALL Business Programs of Study
Golden, Bridget, Completion Advisor
Mabry, Angela “Nik”

Logistics
Ellis, Don

Springfield Health Science – Kim Christmon, Dean

ALL Health Science Programs
Lamberth, Amanda, Completion Advisor
Mabry, Angela “Nik”
Young, Meredith, Completion Advisor

Dental Assistant Technical Certificate
Sutphen, Desiree

Diagnostic Medical Sonography
Carlton, Edward

EMT Program
Jesse, Erik

Fire Science Technology AAS
Stewart, Jeremy

Health Info Management AAS (Coding)
Allen, Teresa

Health Science AS - General
Young, Meredith

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

Springfield Humanities – Erin Mann, Dean

ALL Humanities Programs of Study

Grimes, Wanda

Mabry, Angela “Nik”

Springfield Math and Science – Shane Talbott, Dean

All Math and Science Programs of Study

Mabry, Angela “Nik”

Powers, Dana, 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

Kenigson, Jonathan

Mann, Hillman

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

Springfield Social Science and Education – James Brown, Dean

All Social Science & Education Programs

Foster, Amanda, Completion Advisor

Mabry, Angela “Nik”

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:

Golden, Bridget- Business and Technology
Foster, Amanda - Social Science and Education
Lamberth, Amanda – Health Sciences
Powell, Lauren – Business and Technology
Powers, Dana - Math and Science
Young, Meredith - Health Sciences

Administrative Staff

Teresa Corlew - Senior Administrative Assistant
Pamela Lockhart - Administrative Assistant
Cheyenne Brush - Call Center Operator
Richard Green - Call Center Operator

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 Guidance
- Limited Personal Guidance
- 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 authorization from a professional advisor 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.

- In order to withdraw from a class, students must use a Dynamic Form. Students withdraw by using the “Drop/Withdraw Form” found by accessing “Student Forms” after logging into “My Vol State.”
- 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 of Adult Special Student

- 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 timeline 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 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 Vol State 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

1. 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 & 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.
2. 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 Vol State 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.

3. 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.

Adding and Dropping 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 as well.

Students requesting to add classes after the allotted times listed above will require approval through the appropriate division office. If the request is granted, the Dean (or a designee) will typically send an email to the Records Office with the applicable information. It is also possible for a "DROP/ADD/WITHDRAWAL FORM" to be completed and processed in the Records Office. If using a form, 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 online (using the dynamic form in the student portal) through the last day to withdraw.

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 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.

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.

Appeals, Change of Major, Online Class Information

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.

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.

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.

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 also available through the student’s portal and Degree Works 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.

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.

Login and Access

Login to the [Vol State student portal](#) and use the Vol State student username and password. Many apps are then available. Students will be able to login to Vol State eLearn courses the morning of the first day of class.

Login to [TN eCampus \(https://gotoclass.tnecampus.org/\)](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.

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.

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.

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.

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.**

Where to Get Help

eLearn Support: 615-230-3665

ellearn@volstate.edu

IT Help Desk: 615-230-3302

vscc.ithelpdesk@volstate.edu

TN eCampus Support: (866) 895-8429

tnecampus-support@D2L.com

Student Liaison: Andrea Scruggs 615-230-4833, andrea.scruggs@volstate.edu

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.

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
access.center@volstate.edu
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: Gallatin, Cookeville, Livingston, and Springfield. 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 years 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 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 Gastonia 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/>

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/>

Phone: (615) 230-3400

Email: librarian@volstate.edu

Access Center – Students can register for academic accommodations either in person or online. We are all about access!

Website: <https://www.volstate.edu/access/>

Location: Ramer Building, Suite 176

Phone: (615) 230-3472

Email: access.center@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 “My Voltage” portal and click on the “Degree Works” app.
- Your assigned advisor will be listed below your V number and name at the top.
- To make an appointment with your advisor, click on the envelope icon.
- If you have trouble reaching your advisor or need career or personal guidance, please contact the Office of Advising at 615-230-3702, 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

Website: <https://www.volstate.edu/trio>

Wood Campus Center, Room 211

Email: trio@volstate.edu

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:

- 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).
- 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.
- 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.
- 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.
- 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.
- Financial Literacy: eLift (Equipping Learners with Innovative Financial Tools), TRIO's financial literacy program, will focus on Personal Budgeting, Financial Aid, and Future Planning.
- Grant Aid: A limited number of TRIO Retention Scholarships will be given to deserving TRIO students.
- Transfer Planning: Help is provided with the admissions process, financial aid and transfer equivalencies. Four-year college campus tours are provided.
- Graduation Planning: Students are assisted with major selection and course outlines for each semester. Graduation audits and applications are provided.
- Career Planning: Various career assessments are available to assist students with exploring career options and creating career plans. Career counseling is available.
- Mentoring: Selected individuals will serve as role models providing support related to academic success, major selection and four-year college transfer.
- Technology Access:
 - Depending upon need, students may be able to check out a laptop on a monthly basis.
 - Software assisting students with typing skills is included.
 - A TRIO computer lab is available with four computers and a printer.

- Cultural Enrichment: Cultural trips, activities and events provide educational experiences from a global perspective.
- 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. Appointments can be made by clicking on the appointment link at the top of the Advising webpage.

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 Guidance

Career guidance is available for students who are having difficulty deciding what career and/or college major to pursue. Career guidance 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 or remotely. The SII is offered free of charge to students. 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 Guidance

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:

Days	Open	Close
Monday – Thursday	08:00 A.M	09:00 P.M.
Friday	08:00 A.M	02:00 P.M.
Saturday	08:30 A.M	12:30 P.M.
Sunday	Closed	Closed

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 BUSINESS and STUDENT SERVICE Office Phone Numbers:

Offices	Phone Numbers
Academic Affairs	615-230-3557
Admissions	615-230-3688
Office of Advising	615-230-3702
Business Office	615-230-3585
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
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Commonly called DIVISION OFFICE Phone Numbers:

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

Commonly called CAMPUS Phone Numbers:

Campuses	Phone Numbers
Vol State Gallatin Campus	615-452-8600
	888-335-8722
Vol State Cookeville Campus	931-520-4607
Vol State Springfield Campus	615-433-7030
Vol State Livingston Campus	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	Monday-Friday	8:00 a.m. – 4:30 p.m.
Advising	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.
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.
	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	Monday-Friday	8:00 a.m. – 4:30 p.m.

College Level Math (Per College Transcript)

MATH	EXAMPLE	DSP Placement
No score		Under 24 years old, take ACT testing Over 24 years old take ACCUPLACER testing or Default to DSPM 1
Attempted	Any College-Level MATH class but did not pass (<i>at TBR Institution ONLY</i>) or take ACCUPLACER Math testing	DSPM 2
Completed	≥ MATH 1130 (not including MATH 1530) College Algebra, Calculus, Trig., etc.	DSPM 4
Completed	MATH 1005 or SAILS-plus	DSPM 4
Completed	MATH 1010, MATH 1530, or SAILS	DSPM 3

College Level Reading (Per College Transcript)

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

College Level Writing (Per College Transcript)

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

Learning Support Advising When Viewing an Old TBR Transcript

The following applies for all Learning Support Classes:

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

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.

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 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
- 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 (GPA) 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 credit hours and makes an “A”	=	12 quality points
Biology	4 credit hours and makes a “B”	=	12 quality points
Archery	1 credit hour and makes a “C”	=	02 quality points
English	3 credit hours and makes a “B”	=	09 quality points
TOTALS	11 total passed credit hours	=	35 quality points

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) 615-230-3702 or email Terry Bubb (terry.bubb@volstate.edu).



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](mailto: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>.

This manual has been compiled and updated by the staff of the Office of Advising in December 2021. Publication