

[Advising Resource Guide](#)

✦ **Academic Affairs** | Ext: 3773 | Dr. Terri Day, Vice President; Duane Berry, Assistant Vice President; Adia Hanson – Exec Admin Asst. Sandra Brown, Coordinator of Academic Affairs Support

- Approval to take >18 credit hours in one semester
- Approval to repeat a class with A or B grade
- Academic Suspension Appeals

✦ **Access Center** | Ext: 3472 | Leslie Smith, Manager

- **Student Resources:**
 - Accommodation notification to faculty
 - Adaptive equipment/software programs
 - Alternate format textbooks/materials
 - Sign language/remote captioning services
- **Faculty Resources:**
 - Guidance on student accommodations
 - Guidance working with student social and behavioral issues
 - Assistance creating alternative format syllabi and handouts
 - Test accommodations/proctoring services

✦ **Admissions**

Gallatin: Ext. 3688 | Admissions@volstate.edu | Leah Balli, Senior Director
 Cookeville: Ext. 4601 | [Shaun Scantland](#), Coordinator of Student Recruitment
 Springfield: Ext. 7039 | [Annie Burge](#), Recruiter/Admissions Advisor

- [ACT or placement test scores](#)
- [Application for Admissions](#)
- Campus Preference Change
- [Campus Tours](#)
- Citizenship and lawful presence for in-state tuition
- High school, home school, or GED/HISET transcript
- [International Student Services](#)
- Major Change; Term Change
- Previous college transcript
- Selective Service Documentation-Male students ages 18-25

✦ **Advising** | Ext: 3702 | Terry Bubb, Director

Advising Staff Email Distribution List: ADV.Advising.Center@volstate.edu (First advisor available will respond)

- Advisor assignment process
- Advisor training: scheduled and requested
- [Career Guidance](#)
- [Course planning/registration](#)
- [Drop/Withdraw guidance](#)
- Early ALERT: Academic Progress Notifications
- ESOL students’ advising (Pedro Martinez, along with some faculty advisors in the Humanities Division)
- Advising: Current, new, non-degree-seeking, undecided
- Graduation applications
- [Major Exploration](#)
- Substitution requests
- CPOS (Course Program of Study) and Financial Aid PLAN forms
- University/College Transfer Fairs
- University Representatives Visits
- [University Transfer Information](#)

<i>Name</i>	<i>Description</i>	<i>Room Location</i>	<i>Ext.</i>
Office of Advising	Main Office	Ramer 141	3702
Advising HOTLINE	For Faculty ONLY (during peak times)	Ramer 141	2736
Spanish HOTLINE	For Spanish Speakers	Ramer 141	4846
Terry Bubb	Director	Ramer 141-C	3398
Vacant	Senior Administrative Assistant	Ramer 141 Front Desk	3388
Lindsay Guenther	Student Success Advisor	Ramer 141-E	3377
Tiffanie Harris	Student Success Advisor	Ramer 141-G	4885
Scott Hilgadiack	Student Success Advisor	Ramer 141-H	3736
Autumn Lamberson	Student Success Advisor	Ramer 141-L	3653
Amanda Lamberth	Student Success Advisor	Wallace N 102-A	4755
Pedro Martinez	Student Success Advisor	Ramer 141-F	3237
Carrie Morris	Student Success Advisor	Ramer 141-K	4884
Lauren Powell	Student Success Advisor	Ramer 141-D	4752
Vacant	Student Success Advisor	Ramer 141-H	3736
Richard Green	Call Center	Ramer 141 Front Desk	3702

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- ✦ **[Adult Learners & Veterans Affairs](#)** | Ext. 3447 | Pam Carey, Manager; [Tristan Gomez](#), Coordinator, Coordinator of ALVA
 - Dept. of Labor Education Benefits
 - [VA Benefits](#)

- Dept. of Education benefits

- ✦ **[Business \(Cashier's\) Office](#)** | Ext. 3585 | Greg Lyons, Bursar
 - [Billing questions](#)
 - [Tuition information](#)

- ✦ **[Career Services](#)** | Ext. 3460 | [Tiffany Russell](#), Coordinator of Career Services
 - Resume and cover letter reviews
 - Interviewing skills development
 - Job search strategies

- Career fairs
- Employer and alumni connections

- ✦ **[Distance Education](#)** | Ext. 3665 | Star Boe, Manager of Distance Learning
 - [eLearn Assistance for students and faculty](#)
 - [Online course development assistance for faculty](#)

- [TN eCampus Support](#),
TNeCampusSupport@volstate.edu

✦ **Divisions**

- Entering permits
- Questions about class schedule

<i>Academic Division</i>	<i>Division Dean</i>	<i>Office Location</i>	<i>Main Extension</i>	<i>Administrative Assistant</i>
Business and Tech.	Kevin Blankenship	Mattox 101	3301	Jimmy Hargrove
Health Sciences	Kim Christmon	Wallace North	3333	Suzanne Hesson
Humanities & Fine Arts	Erin Mann	SRB 208	3201	Rhonda Custer & Lacey Reed
Math & Science	Shane Talbott	Warf 100	3261	Deloris Gager & Kim Roberts
Nursing	Cassie Koester	Gibson Hall 107	4760	Hannah Smith
Social Science & Edu.	Rhonda Gregory	Caudill 222	3240	Holly Harvey & Shirlean Harmon

✦ **[Financial Aid Office](#)**

Gallatin: Ext. 3456 | Ramer 129 | Financial.Aid@volstate.edu | Tiffany Summers Director; Leslie Goodrum, Assistant Director
 Cookeville: Ext. 0551 | Room 114 | [Emily Crawford](#), Student Services Associate
 Livingston: Ext. 5217 | Room E204 | [Paige Reecer](#), Coordinator of Student Services

- General financial aid questions (Betty Lee 3023)
- [FAFSA](#) Assistance
- [Federal Loans](#) – ([Kristie Jordan](#) Ext. 3644)
- [Hope/Lottery](#) – ([Shalonda Trevino](#) Ext. 3459)
- [Satisfactory Academic Progress](#) Issues
- [Work study](#) – ([Rachel Campbell](#) Ext. 3642)
- Course Program of Study (CPOS) Issues – ([Rachel Campbell](#))
- [TN Promise/TN Reconnect](#) Information – ([Rachel Campbell](#))

✦ **[IT Help Desk](#)** | Ext. 3302 | Jeremy Walker, Help Desk Coordinator

- Assist with login/account problems
- Assist with setting up/changing multi-factor authentication
- Respond to tickets for IT service requests

✦ **[Learning Commons](#)**

Gallatin: Ext. 3676 | Thigpen 1st floor | Delois Reagan | Delois.Reagan@volstate.edu
 Cookeville: Ext. 4649 | Room 304 | Kenny Westmoreland | Lester.Westmoreland@volstate.edu
 Livingston: Ext. 5209 | Room 151 | Kent Terry | William.Terry@volstate.edu
 Springfield: Ext. 7040 | Room 144 | Delois Regan | Delois.Reagan@volstate.edu

- Academic Support
- Learning Support Classes
- Placement Test Preparation
- [Tutoring](#) (Reading, writing, math, science, speeches, etc.)

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- ✦ **Records Office** | Ext. 3680 | Records@volstate.edu | Tim Amyx, Registrar; Amanda Foster, Assistant Registrar
 - [Academic Fresh Start](#)
 - Enrollment Verification
 - Grade Appeals forms
 - [Graduation Applications](#) – (Jen Gaumer 3469)
 - [Prior Learning Assessment](#)
 - Transcript Evaluation (Transfer Credit)- Sarah Tallman
 - [Transcript requests](#) (to be sent to other institutions)
 - Update Student Record (Name, Address, Phone, or Personal Email Address)

- ✦ **Student Activities** | Ext. 3799 | [Tabitha Sherrell](#), Coordinator
 - [Activities, clubs, organizations](#)
 - [Food Insecurity/The FEED](#)
 - Emergency funding
 - Referrals to outside resources

- ✦ **Student Services** | Ext. 3441 | Emily Short, Vice President; AnneMarie McKee, Assist. VP; Walter Tarver, Assist. VP; vpss@volstate.edu
 - General Questions: ([Lillian Hickman](#), Ext. 3442)
 - Appeals for Late Refunds/Withdrawals
 - [Complaints](#)
 - [Student conduct and discipline](#)
 - [Student Support Services](#)

- ✦ **Testing Center**

Gallatin: Ext. 3484 | Lisa Borre, Manager | Lisa.Borre@volstate.edu
Cookeville: Ext. 4605 | Room 200 | Stephanie Martin | Stephanie.Martin@volstate.edu
Livingston: Ext. 5202 | Room 107A | Erin Atkinson | Erin.Atkinson@volstate.edu

 - [ACCUPLACER Placement Testing](#)
 - [CLEP: College Level Exam Program \(Additional cost\)](#)
 - [ESOL: Michigan English Placement Exam](#)
 - [Graduation Exit Exams](#)
 - [High School Equivalency Test \(HiSET\)](#)
 - Microsoft certification exams
 - Proctored exams for online courses
 - Spanish and French Placement Tests
 - TN eCampus exams

- ✦ **TRIO Student Support Services** | Ext: 3732 | Jean Colello, Manager

To qualify for this program, you must be a current or prospective student pursuing an associate degree or certificate and you must meet one of the following: Pell Grant eligible, first generation college student, or registered with the Access Center.

 - Academic Advising
 - Cultural Activities and College Tours
 - Financial Literacy and Scholarships
 - Laptop Computer Checkout
 - Priority Registration for Freshmen
 - Start-to-Finish Orientation
 - Transfer to a Four-Year College Assistance
 - Tutoring Program

- ✦ **Regional Campuses**
 - [Cookeville Campus](#) | Ext. 4625 | Lori Richards, Director
 - [Livingston Campus](#) | Ext. 5201 | Mike Powell, Upper Cumberland Senior Director
 - [Springfield Campus](#) | Ext. 7030 | Meredith Young, Director