

[Advising Resource Guide](#)

✦ **Academic Affairs | Ext: 3773 | Dr. Ramona Yarbrough, VP; Duane Berry, Assistant VP; Adia Hanson – Exec Admin Asst.**
[Sandy 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 | Vacant, Manager | access.center@volstate.edu**

- **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 Hoot, Senior Director
 Upper Cumberland: Ext. 4657 | [Jeff Upshaw](#), 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 | [Tati Butler](#), Senior Director of Student Success**

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
Spanish HOTLINE	For Spanish Speakers	Ramer 141	4846
Vacant	Senior Administrative Assistant	Ramer 141 Front Desk	3701
Tati Butler	Interim Director of Advising	Ramer 141 – I	4836
Erik Block	Student Success Relational Advisor	Ramer 141-D	3706
Josie Larson	Student Success Advisor	Ramer 141-J	4766
Lindsay Guenther	Student Success Advisor	Ramer 141-E	3377
Tiffany 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 101-A	4755
Pedro Martinez	Student Success Advisor	Ramer 141-F	3237
Carrie Morris	Student Success Advisor	Ramer 141-K	4884
Richard Green	Call Center	Remote	3702

- ✦ **Adult Learners & Veterans Affairs** | Ext. 3447 | [Pam Carey](#), Manager; Vacant and [Heather Brewer](#), Coordinator of ALVA | AdultLearners.VA@volstate.edu
 - Dept. of Labor Education Benefits
 - [VA Benefits](#)
 - Dept. of Education benefits

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

- ✦ **Career Services** | Ext. 3460 | [Tiffany Russell](#), Coordinator of Career Services; [Curtis Sebren](#), Career Services Advisor | Career@volstate.edu
 - Resume and cover letter reviews
 - Interviewing skills development
 - Job search strategies
 - Career fairs
 - Employer and alumni connections
 - Student employment/Work study

- ✦ **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

Academic Division	Division Dean	Office Location	Main Extension	Administrative Assistant
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 & Debb Coakley
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

- ✦ **Dual Enrollment** | Ext. 3742 | dualenrollment@volstate.edu | [Melinda Edgerton](#), Director; [Carol Bazenet](#), Administrative Assistant

- ✦ **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
 - General financial aid questions
 - [FAFSA](#) Assistance
 - [Federal Loans](#) – ([Kristie Jordan](#) Ext. 3644)
 - [Hope/Lottery](#) – ([Shalonda Trevino](#) Ext. 3459)
 - [Satisfactory Academic Progress](#) Issues ([Rachel Campbell](#))
 - Work study – ([Leslie Goodrum](#) Ext. 3457)
 - [TN Promise](#) – ([Rachel Campbell](#) Ext. 3642)
 - [TN Reconnect](#) - ([Leslie Goodrum](#) Ext. 3457)
 - Course Program of Study (CPOS) Issues – ([Rachel Campbell](#))
 - Scholarships - ([Rachel Campbell](#) Ext. 3642)

- ✦ **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. 7039 | Room 231 | Annie Burge | Annie.Burge@volstate.edu

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

✦ **Records Office** | Ext. 3680 | Records@volstate.edu | [Tim Amyx](#), Registrar; [Amanda Foster](#), Assistant Registrar

- [Academic Fresh Start](#)
- Enrollment Verification
- Grade Appeals forms
- [Graduation Applications](#) – (Jennifer Gaumer Ext: 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 Engagement & Support** | Ext. 3799 | [Dr. Tabitha Sherrell](#), Manager of Student Engagement; [Blake Petty](#), Coordinator of Student Engagement

- [Activities, clubs, organizations](#)
- [Food Insecurity/The FEED](#)
- Emergency funding
- Referrals to outside resources

✦ **Student Services** | Ext. 3441 | vpss@volstate.edu | [Dr. Emily Short](#), Vice President; [Dr. AnneMarie McKee](#), Assist. VP; [Tiffany Summers](#), Assist. VP

- General Questions: ([Jodi Faulk](#), Ext. 3442)
- Appeals for Late Refunds/Withdrawals
- [Complaints](#)
- [Student conduct and discipline](#)
- [Student Support Services](#)

✦ **Testing Center** | Ext. 3484 | Testing@volstate.edu | [Lisa Borre](#), Manager

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 | trio@volstate.edu | [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 Centers**

- [Cookeville Center](#) | Ext. 4625 |
- [Livingston Center](#) | Ext. 5201 |
- [Springfield Center](#) | Ext. 7030 |