

STUDENT SERVICES POLICIES AND PROCEDURES

Academic Load for Students

The normal academic load for students is fifteen (15) to seventeen (17) credits. The minimum full-time load is twelve (12) credits, and the normal maximum full-time load is eighteen (18) credits, excluding College Success Skills (SDV 100). Students wishing to carry an academic load of more than eighteen (18) credits must have the approval of the campus provost or designee. Students placed on academic warning or academic probation may be required to take less than the normal semester course load.

A large percentage of evening and off-campus students are part-time students. Their typical credit load will vary from three (3) to nine (9) credits.

Academic Renewal Policy

Students, who return to college after a separation of five (5) years, or more, may petition for academic renewal. The request must be in writing and submitted to the campus Enrollment Services Office.

If a student is determined to be eligible for academic renewal, **D** and **F** grades earned prior to re-enrollment will be deleted from the cumulative and curriculum grade point average (G.P.A.), subject to the following conditions:

1. Prior to petitioning for academic renewal the student must demonstrate a renewed academic interest and effort by earning at least a 2.5 G.P.A. in the first twelve (12) semester hours completed after reenrollment.
2. All grades received at the college remain a part of the student's official transcript.
3. Students will receive degree credit only for courses in which grades of **C** or better were earned prior to academic renewal, providing that such courses meet current curriculum requirements.
4. Total hours for graduation will be based on all course work taken at the college after readmission, as well as former course work for which a grade of **C** or better was earned, and credits transferred from other colleges or universities.
5. The academic renewal policy may be used only once and cannot be revoked once approved.

Academic Standing of Students

The College attempts to keep students informed of their academic standing. Students are specifically notified if they are deficient in any way. They also will be notified if they have regained acceptable academic standing. The College will help students meet the academic standards of the institution in order to graduate. Students are expected to maintain a 2.0 (C) grade point average on all work in order to be considered in good academic standing.

A student is placed on **ACADEMIC WARNING** when their semester grade point average is less than 2.0.

A student is placed on **ACADEMIC PROBATION** when:

1. cumulative grade point average is less than 1.50, and
2. cumulative hours attempted are greater than twelve (12). A student on academic probation is required to consult with a counselor prior to registration.

A student is placed on **ACADEMIC SUSPENSION** when:

1. semester grade point average is less than 1.50.
2. student's current status is one of **ACADEMIC PROBATION**
3. cumulative hours attempted are greater than twenty-three (23).

ACADEMIC SUSPENSION normally will be for a specified period of time. The statement "Placed on Academic Suspension" will be entered on the student's permanent record. Students who have been informed that they are on academic suspension may submit an appeal in writing to the chair of the campus Admissions Committee for reconsideration. A suspended student may be readmitted after termination of the suspension period and upon formal written petition to the chair of the campus Admissions Committee.

A student will be placed on **ACADEMIC DISMISSAL** when:

1. semester grade point average is less than 2.0, and
2. student's current status is one of **ACADEMIC SUSPENSION** and
3. student's current status is reinstatement.

OR

1. semester grade point average is less than 2.0
2. student's current status is one of **REINSTATED**, and
3. student's past status is **DISMISSAL**.

Students who have been placed on academic suspension and achieve a 2.0 grade point average for the semester following their reinstatement must maintain at least a 1.5 grade point average in each subsequent semester of attendance.

Students remain on probation until their overall grade point average is raised to a minimum of 1.5. Failure to attain a 1.5 grade point average in each subsequent semester will result in academic dismissal.

Academic dismissal normally is permanent unless, with good cause, the student reapplies and is accepted under special consideration for readmission by the campus Admissions Committee. The statement "Place on Academic Dismissal" will be entered on the student's permanent record.

President's Honor Roll

A student who has earned a minimum of twenty (20) semester hours for credit at the College and has a cumulative grade point average of 3.5 or higher will be included on the honor roll for that semester.

Dean's List

A student who is carrying a minimum of twelve (12) semester hours for credit and who earns a grade point average of 3.2 or higher for the semester will be included on the dean's list for that semester.

Graduation Honors

A student who has fulfilled the requirements applicable to their program is eligible for graduation honors according to their grade point average.

The honors based upon scholastic achievement are as follows:

3.2	Cum laude (with honor)
3.5	Magna cum laude (with high honor)
3.8	Summa cum laude (with highest honor)

Assessment/Placement Tests

All students who wish to take English or math courses and all students applying for acceptance into a curriculum must take the appropriate placement test or tests prior to enrollment. Additionally, students who have completed nine credit hours at Tidewater Community College or at another institution and have a grade point average (GPA) below 2.0 must also take the placement tests before enrolling in any additional credit coursework. Enrollment in developmental courses is required for students who do not achieve the appropriate score(s) on the English and math tests. Developmental courses in reading are recommended for students whose placement scores indicate a need for additional work.

Attendance Policy

All students are expected to be present and on time at all scheduled class and laboratory meetings. Instructors are not required to admit a student who arrives late to the classroom. A student who adds a class or registers after the first day of classes is counted absent from all class meetings missed. Although a student may be allowed some absences in each semester, the student should be advised not to use these except for emergencies. The student is responsible for determining and making up all work missed.

In order to grant financial aid to students, TCC must comply with federal regulations. Some of the regulations involve documenting student attendance. Accordingly, faculty are required to participate in a process that will document student attendance at three specified intervals of each semester or session. "Attendance" in an online class may be documented by participation in class activities and /or completion of assignments. The process requires that faculty submit the following forms by the specified dates.

Strict adherence to the deadlines is necessary to comply with federal regulations for awarding financial aid. (Dates are based upon a sixteen week semester and will be modified during the summer session.)

1. Before the **census date** (the date to drop with a tuition refund), the faculty will mark on their class rosters the names and SIS IDs of students who have not attended a traditional class or not participated in an online class. These rosters are to be submitted to the Campus Enrollment Services Office no later than 3:00 pm on the last day to drop with a tuition refund.
2. During the **fourth week of classes**, faculty will receive a letter from the provosts through their respective academic deans instructing them to complete **Class Discrepancy Reports** along with **Faculty Withdrawal Grade Reports** for students who have either stopped attending a traditional class or ceased participating in an online class. These students should be withdrawn with a grade of “W”. Faculty must indicate the last day of attendance or participation on the withdrawal form and submit the completed forms to the campus Enrollment Services Office by the deadline specified in the provost’s letter.
3. By the **60% date** of the semester or session, the last day to withdraw without an academic penalty, academic deans will direct faculty to identify students who have not been attending a traditional class or participating in an online class. Faculty will use the **Faculty Withdrawal Grade Report** to assign a grade of “W” until this date. After this date, a “W” may be awarded only for mitigating reasons. Otherwise, after this date, an “F” or “U” should be assigned if a student is withdrawn because his/her absences constitute unsatisfactory progress in the course.

Auditing a Course

Students desiring to attend a course without taking the examination or receiving credit may do so by registering in the regular manner to audit the course, and by paying the regular tuition. Audited courses carry no credit. A student desiring to change status in a course from audit to credit must complete the change during the first week of class or by the end of the drop/add period. A student desiring to change the status of a course from credit to audit must complete the change by the official last day for withdrawal from a class without penalty.

Permission of the academic dean is required to audit a course.

Courses taken for audit are not normally counted as part of the academic load of a student when full-time or adjunct status is being reported.

Repeating A Course

A student should normally be limited to two (2) enrollments in the same credit or developmental course. Should the student request to enroll in the same course more than twice, the need should be documented and approved by the academic dean. Grades of **A, B, C, D, F, I, P, R, S, U** and **W** are considered as attempts. This limitation does not apply to the courses which are identified

as repeatable (Fine Arts, studio courses, music courses, choir, ensemble, etc.) or General Usage Courses, sequences in the 90 series, such as 90, 190, 290, etc.

Coursework Requirement Waived

A student who believes that previous educational studies, training programs, or work experience may justify an adjustment in the coursework required in a particular curriculum should contact the campus Enrollment Services Office to determine procedures for obtaining such adjustments before registering for classes.

Application for granting or waiving of credit should be made well in advance of the beginning of the semester.

Disciplinary Procedures

Under the authority of the Chancellor of the Virginia Community College System, the College is delegated the responsibility for establishing and enforcing regulations pertaining to student conduct. The campus provost is responsible for disciplinary procedures.

If a disciplinary problem arises that requires immediate attention, the instructor should contact either the evening administrator on duty (on campus) or the evening supervisor on duty (off-campus locations). Procedures for disciplinary action can be found in the *Student Handbook* under Disciplinary Procedures.

Disorderly or Unauthorized Assembly

See Appendix D.

Registration

See Academic Calendar (Appendix A). Registration deadlines differ for special or accelerated sessions. Please contact the academic division office for these deadlines.

Schedule Change or Withdrawal

A schedule change (drop/add) or withdrawal is not effective until the proper form is completed and turned in to the Enrollment Services Office. The student should retain a copy of all forms received from the College.

1. Addition of a course:
In most cases, a student may not enter a new course after the first class meeting of a semester. Any request for entry after that period must be approved by the instructor concerned, the academic dean, and the provost or designee.
2. Withdrawal from a course:
Withdrawal from a course without academic penalty may be made during the first sixty percent (60%) of a session. The student will receive a grade of **W**. After that time, the student choosing to withdraw will receive a failing grade of **F** except under mitigating circumstances, which must be documented.
3. Withdrawal from the College:

A student who wishes to withdraw from the College should contact a counselor to determine the appropriate procedure. Failure to follow established procedures could place the student's college record in doubt and prejudice the student's return to this or another college.

Service-Learning

The College offers students an opportunity to learn by being involved in a variety of community activities. The formal name of the program is *Service-Learning*. The broad goal of service-learning is to train students to become better citizens by participating in their community. Service-Learning is a structured program that allows faculty to incorporate volunteering into their course, either as a required part of the course or as an extra credit assignment. There is no requirement that faculty use or require service-learning in their classes; that decision rests solely with the faculty person.

Each campus will have a person who will assist faculty in integrating Service-Learning into their courses. The overall administration of the program lies with the Vice President for Academic and Student Affairs.

Student Grievance Procedure

See Appendix I.

Student Rights and Responsibilities

See Appendix J.

Student's Privacy

The College complies with the requirements as set forth in the Family Educational Rights and Privacy Act of 1974, Sec. 438, PUBL. 90-247 as amended. All requests for official information on students should be referred to the campus office of Admission and Records. Student records are treated as confidential information available for the student's personal inspection and the student's personal authorized release. Disclosure of a student's records to faculty and administrative officers should only be for internal educational purposes, routine administrative and statistical purposes, or legitimate inquiries to instruct and guide a student.

Student Services

Tidewater Community College offers a variety of college-wide support services available for students to help them succeed academically. Below is a list of these services and a brief overview of each. For additional information, please refer to the numbers listed by campus.

- 1. Admissions/Welcome and Entry Services** provides assistance with students who are seeking admission to Tidewater Community College. The office staff advises students interested in Dual Enrollment and Exceptions to the General Policy.
- 2. The Career and Transfer Resource Center** provides students with transfer information for Virginia's 4-year institutions such as applications, Transfer guides, and catalogs. Career information provided includes labor market information, books on different careers and majors, career inventories, and many computer based

career programs.

3. The **Counseling/Student Development Center** offers a variety of services for students including academic and transfer planning, personal counseling and career assessment testing and interpretation. Academic advising helps students determine appropriate curriculum and course selection. Individual counseling is also available to help students work through personal and academic concerns including test anxiety, test taking skills and time management. Career Assessment Testing is available to help students explore personal interests and talents, clarify career values and explore and gather occupational information.
4. **Disability Services** provides a number of services for students with physical, sensory, and/or learning disabilities, or chronic health problems. Services include, but are not limited to, academic advising, testing accommodations, and coordination of note takers and interpreters.
5. **Domicile Services** assist students with domicile reclassification and eligibility for in-state tuition, student verification, and transcript requests.
6. **Enrollment Services/Records** provides a number of services. Staff is available to assist students with course registration, withdrawal, and update applications. Staff is responsible for the processing of student data changes, grade changes, faculty withdrawals and deletes, Tech Prep Articulation credit, campus of record transfers, release of directory information, cross registration grades, and class roster discrepancies.
7. **Financial Aid/Financial Support Services** provides assistance and information for students regarding the Free Application for Federal Student Aid (FAFSA), types of financial aid available, loans, and scholarships. Staff is available to help students with the coordination of financial aid received.
8. **ID Card Office** provides Student ID Cards after tuition payment is made and as soon as student information is made available in the ID system. Routinely, students must wait at least one week from the day of payment to receive an ID card. Students can go to any [ID Card Office](#) to have their picture taken and to get cards printed. All students must show a photo ID, a copy of their current class schedule and proof of payment.
9. **International Student Services** provide immigration and admission assistance for non-immigrant students. Services available at the Virginia Beach campus.
10. The **Learning Resource Center (Library)** is an excellent resource available to help students with their academic work. Library staff is always willing to assist students as they seek information for projects, papers and other assignments. Resources include books, printed journals, and a wealth of online resources including databases and the *Ask a Librarian* service that includes live chat sessions. Students can check out books, videos and other materials.
11. **Math Lab** provides students free assistance to help succeed in math. The Math Lab is staffed with friendly, knowledgeable instructors who can provide assistance with questions from basic arithmetic through calculus and differential equations. Computer tutorials, solution manuals, and integrated mathematical software

programs including Derive, MathCad, and MiniTab, are available for student use.

12. The **Open Door Project** is a federally funded Student Support Services/TRIO program that provides supportive academic and personal services to eligible students at the Norfolk and Portsmouth campuses. The staff assists participants improve their academic performance, stay in college, graduate from TCC, and transfer to a four-year institution. Services are available at the Norfolk and Portsmouth campuses.
13. **Student Activities Office** offers a number of campus programs and activities for students. Some programs that students can participate in are Fall Fest, Spring Fling, Movie Nights, and many other college-wide events. There are a wide-range of activities to choose from including social, cultural, intramural, recreational team sports, community and service-related events, as well as student publications, and academic, international and religious organizations. All activities/events are free of charge or offered at a reduced student rate.
14. **Student Employment Services and Cooperative Education/Internship Programs** offers an employment referral service designed to assist students and graduates in finding employment. Job listings are received from various employers and posted online to the TCC/HireNet.net website. The Cooperative Education/Internship programs enable any qualified TCC student to earn college credits for work related to their career goals. Other services provided include assistance with resume writing and interviewing skills.
15. The **Testing/Assessment Center** offers comprehensive testing including placement testing, computer competency testing, online proctored testing, testing with special accommodations, as well as other specialized testing.
16. The **Tutoring/Teaching and Learning Center** offers free tutoring in a variety of academic subjects, from math and English to biology and Spanish. All tutors are trained and certified and are prepared to help students succeed by providing one-to-one, peer and group tutoring. The Teaching and Learning Center offers study skills workshops, supplemental instruction, distance tutoring, and computer-based tutoring services.
17. The Office of **Veterans Affairs (VA)** assist students in applying for VA Benefits, in certifying eligibility, and in maintaining accurate enrollment and student status records. The staff is available to explain Department of VA educational benefits. Students utilizing VA benefits are expected to be in regular contact with the Office of Veterans Affairs for DVA reporting requirements.
18. The **Women's Center** serves as a resource on women's issues and works to help women achieve their academic and personal goals. Among the services are educational programming, counseling, weekly support groups, crisis intervention and referral, and help in obtaining financial assistance.
19. The **Writing Center** provides free help for writing, from short questions about commas and comma splices to comprehensive review of research papers in progress. The centers are staffed by faculty members and offer resources and expert tutoring in grammar and composition for students.

		Chesapeake	Norfolk	Portsmouth	Virginia Beach
1	Admissions/Welcome and Entry Services	822-5157	822-1206	822-2193	822-7172
2	Career and Transfer Resource Center	822-5125	822-1222	822-2165	822-7211
3	Counseling/ Student Development Center	822-5125	822-1230	822-2200	822-7211
4	Disability Services	822-5125	822-1200	822-2208	822-7211
5	Domicile Services	822-5117	822-1200	822-2193	822-7136
6	Enrollment Services/ Records	822-5117	822-1235	822-2104	822-7101
7	Financial Aid/Financial Support Services	822-5145	822-1236	822-2215	822-7292
8	ID Card Office	822-5270	822-1252	822-2175	822-7287
9	International Student Services				822-7342
10	Learning Resource Center	822-5160	822-1101	822-2130	822-7151
11	Math Lab	822-5157	822-1383	822-2349	822-7176
12	Open Door Project		822-1218	822-2211	
13	Student Activities	822-5138	822-1251	822-2171	822-7226
14	Student Employment Services/Cooperative Education/Internship			822-2168	822-7228
15	Testing/Assessment Center	822-5131	822-1310	822-2194	822-7390
16	Tutoring/Teaching and Learning Center	822-5157	822-1420	822-2539	822-7338
17	Veterans Affairs	822-5140	822-1207	822-2197	822-7235
18	Women's Center	822-5133	822-1116	822-2160	822-7363
19	Writing Center	822-5157	822-1584	822-2396	822-7170

Veterans Standards of Progress Policy

Tidewater Community College follows the academic policy for students developed by the Virginia Community College System. Veterans who experience problems in a credit course may request special tutoring, which will be paid for by the Veterans Affairs Office. For the complete Veterans Standard of Progress Policy see Appendix Q.