

What's the difference between a counselor and an academic advisor?

The two perform overlapping functions. Counselors help you with choosing a major and a career, transfer planning, time management, study skills, and personal issues, as well as advising you about your program of study. Once you have enrolled in a specialized program, you may be assigned an academic advisor. This academic advisor will help you plan your course schedule, selecting the courses you need to complete your degree, certificate, or diploma.

Where can I get help choosing a major?

Counselors on each campus can help you explore your interests and abilities so that you can make informed choices about majors and careers. Ask them about college resources and 1-credit College Success Skills (SDV) courses that can make your search easier.

What if I want to change my curriculum/plan?

Discuss the change with your counselor or academic advisor to make sure you understand what is involved in your new program. If you decide to change, complete the formal process by filling out and submitting a Curriculum/Plan Change Form.

What can TCC do to help me decide on a career?

Each campus offers a comprehensive program to help you develop, evaluate, and implement career plans. This approach helps you become aware of your interests, skills, values, and life-style preferences. Counseling Services maintains up-to-date information about job characteristics and employment prospects so you can research careers that match your profile. Individual counseling, seminars, workshops, and credit courses are all available to help you with this important process.

I'm struggling with one of my classes. Does TCC have tutors?

Yes. Each campus offers a variety of free tutoring services and study assistance, which you can learn about from your counselor or academic advisor. But first check with your instructor, who can help you during posted office hours or may refer you to the best resource.

I attended another college before coming to TCC. Will my credits transfer?

If your previous college was accredited, you need to ask TCC to evaluate your previous work after you have been accepted into a specific program. Transfer credit will not officially post until a student is in active attendance at the college.

What is my SIS ID?

The new Student Information System (SIS) automatically assigns an SIS ID number when an application for admission is processed. Students receive notification of their SIS ID number in the their acceptance letter.

How do I look up my SIS ID and Username?

To look up your SIS Username and SIS/EMPL ID:

1. Click on the **myTCC** button at the TCC home page www.tcc.edu
2. Click on *Look Up Your Username and Set Your Password*.
3. Enter your name exactly as it appears on your TCC record. Enter your birth date in six digit format without spaces or dashes (i.e. January 4, 1978 would be 010478). Enter your Social Security Number (SSN) without dashes or spaces
4. Click Search.
5. Make note of your Username and SIS/EMPL ID. You will need these numbers to conduct business with the college.

If you receive the message that your record was not found in the directory, please repeat the above procedure, or contact the Information Center at 757-822-1122.

How do I set or change my password?

You will be required to set a password the first time you sign on to the **myTCC** portal to access your student accounts. To set your password the first time, follow these steps:

1. Click on the **myTCC** icon on the TCC homepage www.tcc.edu
2. Click on *Look Up Your Username and Set Your Password* and fill in the requested information. Enter your first and last names, birth date, and Social Security Number (SSN) without spaces, hyphens, dashes or slashes.
3. Click on *Search*
4. Enter your password twice, then select a security question and provide the answer.
5. Click on *Next* to complete the process. Once you have set your password, wait at least ten minutes before attempting to sign-on again. This will allow time for your password to be accepted by VCCS SIS, Blackboard, and Email.

We strongly urge you to change your password every 90 days.

Password Requirements:

Passwords must have at least seven (7) characters in length but, not more than ten (10).

Your password must contain a combination of:

- At least one UPPERCASE letter
- At least one lowercase letter
- At least one number (0-9)

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Passwords cannot be numbers only. Protect your account; make sure that your password is memorable for you, but difficult for others to guess. Do not share your password with anyone. Never use the same password that you've used in the past. Passwords should contain at least one special character (i.e. ! @ # \$ %).

What is my PIN number for TouchTone Enrollment?

Your PIN number is set as your birth date in six digit format (MM/DD/YY). Remember to enter a zero before single digit months and dates (i.e. June 5, 1978 would be 060578).

For step-by-step instructions for using the features of the Student Information System (SIS) visit this website: www.tcc.edu/sis.

What is My PIN number?

The PIN number is used to access the college's TouchTone Enrollment System. Your PIN number is assigned as your birth date in a six-digit format (MMDDYY) and is entered without spaces, dashes or slashes. Single digit months and dates should be entered with a zero before the number. For example, January 7, 1962 would be entered as 010762.

How do I change my PIN number?

Log in to **myTCC** and enter your username and password. On the My Home Tools page, click on *Change My IVR/Phone Registration PIN Number*. You will be asked to enter your IVR PIN number twice. When complete click on *Change IVR PIN*. Log out of your account, wait ten minutes for the PIN number to be processed.

- Note: PIN numbers must be 4 to 7 numbers—they cannot include letters.

Can I get credit for things I learned on the job?

There are two basic ways to get credit for knowledge and skills that you have acquired through work or other non-college training: examinations of various kinds, and documentation of past training. Start by talking to your instructor, counselors, academic advisor, or academic dean about the possibility of getting credit for past experience.

What can I do if a course I need to graduate is not offered when I need it?

Talk to your academic counselors, advisor or academic dean. The safest thing to do is to follow your curriculum/plan sheet from the beginning, so you don't end up in a tight situation. In some cases, you might be able to obtain a course substitution, which allows you to substitute another course for the required course you cannot schedule. Learn as much as you can about your entire program when you start it to avoid this kind of situation.

Can I keep taking courses if my grades aren't very good?

Yes, but you will be placed on Academic Warning when you receive an F or when your semester grade point average is less than 2.0. Academic Warning is your wake-up call. If you continue to do badly, you will be placed on probation, which means that you must see a counselor before you register, and you may not be allowed to carry a full load of courses. Read

the section on *Academic Standing* for all the details. Keep in mind that some financial aid programs require you to be in good academic standing to keep your benefits.

If I repeat a course because I got a low grade the first time, what happens to the original grade?

The original grade remains on your transcript, but the last grade you earned is used to meet your degree requirements and to compute your grade point average. Keep in mind that if you retake a class and receive a lower grade, the second grade is the one that counts.

Can I get an F removed from my record?

Not unless it was an error on the part of the college. You can, however, take the course again. In most cases, the second grade you earn will be used to meet your degree requirements and to calculate your grade point average. If you have been away from TCC for five years, check out the *Academic Renewal Policy*, which can moderate the impact of previous bad grades.

What happens if I quit coming to a course, or never attend at all?

You may receive an F or a U if you do not formally withdraw from the class by the last day to withdraw without academic penalty. That date is listed in the *TCC Schedule of Classes*, on the TCC website at www.tcc.edu and the *TCC Catalog* for 16-week courses, and available from Enrollment Services for special session courses. Remember: those F's and U's cannot be removed from your record.

What is the procedure for making up an "I" (Incomplete) grade?

An "I" grade gives you extra time to fulfill course requirements that you were unable to complete for unavoidable, documented reasons. You must have been making satisfactory progress in the course at the time you stopped attending and must have completed at least 75% of the course to get an "I." It is your responsibility to contact your instructor as soon as possible so you can arrange to finish the course work and testing. You should not sign up for the class the next semester, and should make every effort to make up the work by the deadline.

How late can I register for a 16-week class? A dynamic session?

The registration schedule is printed in the TCC Schedule of Classes each semester, and you can also find it in the *TCC Catalog* and on the TCC website, www.tcc.edu. Get information on dynamic session (weekend, accelerated) course registration dates from Enrollment Services. It's best to register early, though, since you're responsible for the classes you miss, even if you registered late!

What kinds of financial assistance can I get at TCC?

Grants, loans, scholarships, and work-study jobs all provide the financial help students need to attend TCC. Information can be obtained at any campus Financial Aid Office, with details

about eligibility and applications, and the people who staff the office can help you figure out which approach is best for you.

Can anyone help me find a part-time job?

The Student Employment Services Office is available to assist you in finding employment while you are in school. Employment opportunities are posted at the TCC/HireNet.net website: www.hirenet.net/job. For additional information, contact the Student Employment Services Office at 757-822-7228 or the Career Services Office at the campus you attend.

Can I get my money back if a course is canceled? If I drop it? What if I withdraw after the last day to drop?

If a class is canceled, the college will automatically refund your money if you do not pick up another course carrying the same number of credit hours. The same is true if you officially drop a course before the last day to drop for tuition refund, listed in the *TCC Schedule of Classes* and TCC webpage, www.tcc.edu for 16-week courses and available from Enrollment Services for special sessions. If you withdraw from a course AFTER the last day to drop for a tuition refund, you don't normally receive a refund. The few exceptions are listed in the *Tuition Refund Appeal Procedure*.

How long will it take to get my refund?

If you do get a refund, the state will mail a check within two to four weeks from the last day to drop and receive a refund. The check is mailed to the address you have given to the college, so make sure it is correct. If you paid by credit card and want your card credited, you have to present it at the business office when you withdraw from the course or when the college cancels it.

What is a campus of record?

You chose your campus of record when you submitted your application to the college. It is the campus where your permanent record is maintained. You can take courses at any campus, but you must take care of some administrative activities at your campus of record.

How will I get my grades?

Grades will be available at www.tcc.edu/sis.

How safe are TCC campuses, especially in the evenings?

Each campus has well lit parking lots and grounds, as well as security guards who patrol those areas. If you are leaving a building alone at night, feel free to ask a security guard to walk you to your car.

I need drop-in child care. Is it available at TCC?

TCC does not offer drop-in child care, but each Women's Center Office maintains a list of day care centers close to campus. Contact the Women's Center on your campus for additional information.



figure 2

4. Login using your username and password, as provided (see figure 3).



figure 3

5. You will see a list of your courses for the current semester and the status of your evaluations (see figure 4). Each evaluation is “Incomplete” until you have answered the questions and submitted the evaluation. After you have submitted a completed evaluation, its status will change to “Completed.”

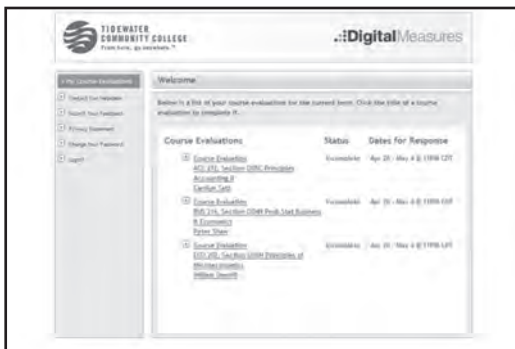


figure 4

- Select a course to evaluate by clicking on it. Carefully read the instructions at the top of the evaluation (see figure 5), and then select your answer to each question. Comments may be typed in the boxes provided.



figure 5

- After you have finished the evaluation, please check to make sure you have responded to all of the questions and then click on the “Submit” button at the bottom of the evaluation (see figure 6).



figure 6

- Be sure to click on the “Logoff” button at the bottom of the left-hand menu when you are ready to leave the evaluation system (see figure 7).

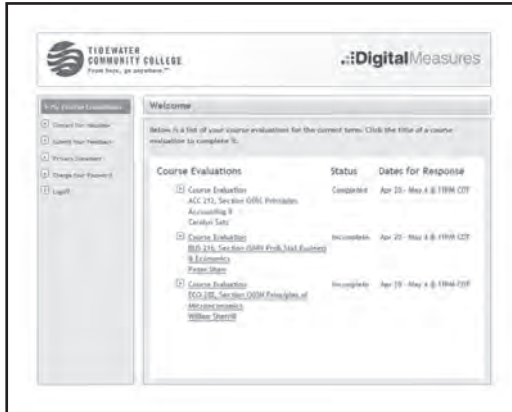


figure 7

Notes

- During the evaluation period, you may log in to the evaluation system as many times as you wish. After the evaluation period ends, no further responses will be accepted for that semester's evaluations.
- You may receive periodic reminder emails until you have completed all of your evaluations.
- Once you submit an evaluation, you cannot review or change any of your responses.