

# FREQUENTLY ASKED QUESTIONS

2010 – 2011

## **Where can I get help choosing a major?**

Counselors on each campus are available to help students explore their interests and abilities so that they can make informed choices about majors and careers. Ask counselors about college resources and 1-credit College Success Skills (SDV) courses.

## **What if I want to change my curriculum/plan?**

Students should discuss the change with a counselor or academic advisor to ensure they understand what the new program requires. If students decide to make a change, they must complete and submit a Curriculum/Plan Change Form to Counseling Services.

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

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

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

Each campus offers a variety of free tutoring services and study assistance. Students can learn more about these services from counselors or academic advisors. Students should first check with their instructors, who can help during office hours and refer the student to the best resource.

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

Course work may be accepted for transfer credit if taken at an institution that is accredited by a regional or national accrediting agency that is recognized by the U.S. Department of Education and if it has been determined to be equivalent to course work offered at TCC. Credit is awarded only for course work that is applicable to a student's selected program plan. To request an evaluation, students must be admitted to TCC and be placed into a curriculum. Students must also request that their official transcript be sent to TCC's Central Records Office and submit an electronic request for this evaluation (at: <https://www.tcc.edu/secure/forms/evaluationrequest.php>). Eligible transfer credit will officially post once a student is in active attendance at the college.

## **What is my SIS User Name and ID?**

The Student Information System (SIS) automatically assigns an SIS User Name and ID number when an application for admission is processed. Students receive notification of their SIS ID number in their acceptance letter or may look it up within SIS using the following instructions:

1. Click on the **myTCC** button at the TCC home page [www.tcc.edu](http://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 a 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 SIS password?

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

1. Click on the **myTCC** icon on the TCC homepage [www.tcc.edu](http://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 eight (8) characters in length, but not more than ten (10). Passwords must contain a combination of:

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

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.

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## **What is My PIN number for Touch Tone Enrollment?**

The PIN number is used to access the college's Touchtone Enrollment System. Your PIN number is initially 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 should be entered as 010762.

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

## **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. After entering it, click on *Change IVR PIN*. Note that PIN numbers must be 4 to 7 numbers and cannot include letters. Once changed, log out of your account, and wait 10 minutes for the new PIN number to be processed.

## **Can I get credit for prior experiences?**

At the discretion of the academic dean, students may take challenge examinations to earn credit for prior experiences. Certifications/licensures are also reviewed by academic deans for possible academic credit. To initiate this process, students are encouraged to meet with an instructor, counselor, academic advisor, or academic dean.

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

Students should talk to a counselor, academic advisor or academic dean. In some cases, students might be able to obtain a course substitution for the required course that they cannot schedule. However, students should closely follow and monitor their plan sheet from the beginning and also meet regularly with a counselor or academic advisor to avoid a problematic situation.

## **Can I keep taking courses if my grades are poor?**

Yes, but students will be placed on Academic Warning when an "F" grade is earned or when their semester grade point average is less than 2.0. If a student continues to do poorly, he or she will be placed on probation, must meet with a counselor or Dean for Student Services before course registration, and may not be allowed to carry a full load of courses. Keep in mind that some financial aid programs require a student to be in good academic standing to maintain benefits.

## **If I repeat a course because of a low grade earned the first time taken, what happens to the original grade?**

The original grade remains on the student's transcript, but the last grade earned is used to meet degree requirements and to compute a grade point average. If a student retakes a class and receives a lower grade, the second grade is the one that counts.

## **Can I get an “F” removed from my record?**

Except in situations where the college has erred, an “F” grade will not be removed from a student’s record. However, students can take the course again. In most cases, the second grade earned will be used to meet degree requirements and to calculate the grade point average. If you have not attended TCC for five or more years, you may be able to moderate the impact of previous bad grades through use of the *Academic Renewal Policy*. Students should contact Counseling Services for additional information.

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

Faculty members may drop or withdraw a student from class for failure to attend or participate, or when a student stops attending or participating. Students may also drop or withdraw themselves from a class, but must do so by the deadline date. Students receive an “F” or “U” grade if they do not formally withdraw from the class by the last day to withdraw without academic penalty. Deadline dates such as this are listed in the *TCC Schedule of Classes*, on the TCC website at [www.tcc.edu](http://www.tcc.edu) and in the *TCC Catalog* for full session courses. The deadline dates for special session courses may be obtained from Enrollment Services.

## **What is the procedure for making up an “I” (Incomplete) grade?**

An “I” grade gives students additional time to fulfill course requirements that they were unable to complete for verifiable unavoidable reasons. The student must be making satisfactory progress in the course at the time that an “I” grade is requested, and he/she must also have completed at least 50% of the course. It is the student’s responsibility to contact the course instructor to initiate an Incomplete grade. Students should not register for the class the following semester, and should make every effort to complete course requirements by the deadline.

## **How late can I register for a class?**

The registration schedule is printed in the TCC Schedule of Classes each semester, and students can also find it in the *TCC Catalog* and on the TCC website ([www.tcc.edu](http://www.tcc.edu)). Registration deadlines for special session courses may be obtained from Enrollment Services. Since students are responsible for any materials or assignments missed, regardless of when the registration was completed, they are advised to register early.

## **What kinds of financial assistance can I get at TCC?**

Grants, loans, scholarships, and work-study jobs are forms of financial assistance available to eligible students. Information about this assistance can be obtained at any campus Financial Aid Office.

## **Can anyone help me find a part-time job?**

The Student Employment Services Office is available to assist students in finding employment while they are enrolled at TCC. Employment opportunities are also posted at the TCC/HireNet.net website ([www.hirenet.net/job](http://www.hirenet.net/job)). For additional information, contact the Student Employment Services Office at 757-822-7228 or any campus Career Services Office.

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## **Will I get a refund if my course is cancelled? What happens if I drop or withdraw from a course?**

If the college cancels a class and the student elects not to add another one, the student will receive a full refund of tuition and fees for that class. The same is true if the student officially drops a class before the last day to drop for tuition refund. If a student withdraws from a course AFTER the last day to drop for a tuition refund, the student is not entitled to receive a refund. The student should refer to the Tuition Refund Appeal Procedure for special circumstances.

## **How long will it take to get my refund?**

A student who is entitled to a refund will receive a check within four weeks from the last day to drop for a tuition refund. Credit card payments made via the Internet will be refunded to the cardholder. Refunds for credit card payments made through IVR or at the business office will be mailed to the student unless the student presents the credit card used to make the payment and identification at the business office following the class cancellation or the student dropping the class. Refunds payable to the student will be disbursed to the student's address on file with TCC in the Student Information System (SIS).

## **What is a campus of record?**

Students select a campus of record upon submission of an application to the college, and it is where a student's permanent record is maintained. However, students may take classes at any campus and may also perform almost all administrative functions at any campus.

## **How will I get my final grades?**

Grades may be accessible at [www.tcc.edu/sis](http://www.tcc.edu/sis) approximately 24 hours following the final examination period.

## **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 the 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 currently 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 any campus for additional information.

## **Can I evaluate my courses at TCC?**

Yes. Near the end of an academic session, all TCC students are encouraged to evaluate each of their classes using TCC's anonymous online evaluation tool. Each fall and spring semester has two evaluation periods: first eight-week session courses are evaluated during the last two weeks of the first eight-week session, and all other classes are evaluated during the last two weeks of the regular sixteen-week session. The ten-week summer session has a single evaluation period during the final two weeks of that term. Students should use the **myTCC** portal regularly to check their student email (Gmail) accounts for invitation messages that contain specific dates and access information.