

DESCRIPTION OF SERVICES

Career Development

The college offers a comprehensive program to help students develop, evaluate, and implement a career plan. This approach helps students become aware of their interests, skills, values, and lifestyle preferences and relate them to a career decision. Resources are available to direct students to accurate, up-to-date information about future job outlooks and salaries. Each campus offers individual career counseling and seminars, workshops, and short courses on career-related topics. Contact a campus Counseling/Student Development Services office for assistance in this area.

Central Records Office/Office of the College Registrar

This office performs transfer evaluations, processes approved course substitution and waiver requests, determines eligibility for graduation, and processes official transcript requests. For additional information, visit <http://www.tcc.edu/students/admissions/registrar/>.

College ID Cards

Students who register for one or more credits must obtain a TCC Student ID Card. The first card is issued free of charge, but students will pay a \$10.00 replacement fee for any lost or stolen cards.

Student ID cards may be obtained within 24 to 48 hours of a student's registration. Students can go to any ID Card Office to have their picture taken and their card printed. All students must show a photo ID to receive a TCC Student ID card. An ID card cannot be issued without proof of identity.

A student ID card may be required to use Tidewater Community College services or facilities, such as buying and selling textbooks, using TCC's library and computer labs, and to participate in Student Activity events and programs. As long as tuition is paid in a timely manner, the ID card will remain active. Further, the ID card reactivates each semester after a student registers for classes. The active status of the card is subject to change based on academic standing, course enrollment and payment of tuition.

For additional information, including hours of operation, please contact an ID Card Office or visit <http://www.tcc.edu/students/enrollment/id>.

How to Replace College ID Cards

The cost to replace an ID card is \$10.00. Replacement fees are paid in the campus Business Office. A student must present a photo ID and proof of payment receipt before a new card can be issued.

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College ID Card Office Locations and Phone Numbers

Chesapeake Campus	757-822-5270
Whitehurst Building	Room 2012
Norfolk Campus	757-822-1252
Andrews Building, 2nd Floor	Room 1213
Portsmouth Campus	757-822-2175
C Building	Room C221
Virginia Beach Campus	757-822-7287
Princess Anne Building	Room A-100B

College Success Skills Course (SDV)

All curricular students should participate in SDV 100, 101 or 108 (TCC's "College Success Skills") within the first 15 credit hours of enrollment at the college. This course will orient students to the college and is a requirement for each degree and certificate program.

Cooperative Education Program

The Cooperative Education Program is designed to provide students with practical work experience that carries college credit for participating in a coordinated, paid learning program with a cooperating employer. "Co-op" bridges the gap between theory and practice by allowing students to apply skills learned in the classroom on the job. With the assistance and advice from the Cooperative Education Office, students can decide if cooperative education will enhance their academic program.

The qualifications for participation in the Cooperative Education Program are listed as follows:

- Students should have a clearly stated set of career goals related to the potential work experience and be enrolled in a degree program in the curriculum under which cooperative education work experience is classified. If not already in a degree program, students must be in a position to benefit from career-related work experience.
- Students must have attained a 2.0 grade point average before enrolling in the Cooperative Education Program.
- Students must have the appropriate number of course hours, prior training, or previous work experience required by employers before entering the Cooperative Education Program.
- Students must be hired by an approved cooperative education employer before enrollment in the program. In all cases, a student's participation must be approved in writing by Cooperative Education Office personnel before he/she may register for cooperative education credit.

Individual curricula vary, but a total of ten hours of cooperative education is usually the maximum allowed in a curriculum.

The college assists students in locating cooperative education placements. **However, the college cannot guarantee placement. The responsibility for the cooperative education placement rests with the student.**

For further information and campus contacts, please visit <http://www.tcc.edu/students/career/ses/coop.htm>.

Counseling/Support Services

Counselors are available by appointment or on a walk-in basis to assist students with academic, career, and life planning. They help students explore their interests and identify career goals. With a counselor's assistance, students can make an educational plan to meet their goals, whether it is to continue their education at a four-year college or university, to prepare for immediate entry into the job market, or to develop skills for career advancement or personal growth.

Counselors can help students address issues related to career indecision, academic difficulty, time management, low self-esteem, and other obstacles to academic success. All Student Services Counselors teach College Success Skills (SDV 100) where students obtain first-hand information on study skills, career development, time management, learning styles, test-taking skills, and much more.

TCC counseling offices offer individual and group counseling to help students with these concerns. Referral to appropriate local resources is available if a student requires additional professional assistance.

Disability Services

A Disability Services counselor is available on each campus to help students with physical, sensory, and/or learning disabilities, or chronic health problems that require academic accommodations. The Coordinator for Disability Services is based at the Norfolk Campus and maintains office hours at the other campuses. Students needing accommodations are encouraged to contact the disability counselor 45 days before classes begin. Telephone numbers for Disability Services are listed in the directory for each campus. All contacts and services are confidential.

Financial Aid

Financial aid information and assistance is available at any of the college's four campuses.

FOCUS Program

TCC's FOCUS (Freshman Orientation Centered Upon Success) is an orientation program designed to assist students in becoming more successful in college and to ensure that students are able to find their way through the first-year college process.

This program will enable students to learn important information about the college and its degrees, how to decide on a career, where and how to access support services, study management strategies to assist in balancing academic life with personal responsibilities, and much more. Students will learn where to find everything from the bookstore to the library, how to register for classes and change class sections, and about the financial aid process. Also, students will be provided information relating to their academic responsibilities at TCC along with the core and major requirements for their programs.

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TCC wants students to feel connected to the college, faculty and staff, and fellow classmates. Participating in this program will offer the kind of environment that nurtures, encourages and assists students in exploring the world of academics.

The college strongly recommends that every new student attend a pre-enrollment FOCUS session. Students may review the schedule of FOCUS sessions to select a date and time that is convenient for them at <https://www.tcc.edu/orientation/focus/>. Before attending the session, students should take the placement tests. Once new students complete testing, they should register for a FOCUS session by calling or e-mailing their campus contact.

For more information on FOCUS, visit <http://www.tcc.edu/orientation/focus/>.

International Programs and Student Services

The International Programs and Student Services office located at the Virginia Beach Campus provides admission assistance and immigration advising for temporary non-immigrant applicants and currently enrolled students. The office also assists students, faculty, and members of the TCC community who participate in TCC's international programs and study abroad. For additional information, contact 757-822-7342.

Job Referral Service

The college offers an employment referral service designed to assist students and graduates in finding employment. Job listings are received from various employers (local companies, federal government, state and city agencies and many more), and posted on-line at the HireNet.net website. The college also provides additional services such as on-campus recruitment by local employers, assistance with resume writing and interviewing skills. For additional information, contact the Student Employment Services Office (757- 822-7228) or any campus Career Services Office.

Military Programs—Base Representative Offices

A TCC Base Representative is assigned to the major military bases in TCC's area of responsibility. Base Representatives assist students with enrollment, counseling, registration and placement testing services available at the four TCC campuses.

Open Door Project

The Open Door Project is a federally funded Student Support Services/TRIO program that provides academic support and personal services to eligible students at the Norfolk and Portsmouth campuses. The goal of the project is to help participants improve their academic performance, stay in college, graduate from TCC, and transfer to a four-year college or university. For more information, contact the Open Door Project Office at 757-822-1218.

Transfer Counseling

Assistance is available on each campus for students who plan to transfer to another college. Transfer counselors can help students design a program to maximize transferability of courses to public or private

colleges and universities in Virginia or out-of-state. The VCCS has created a webpage that reflects all system-wide transfer articulation agreements. This page can be accessed directly at <http://myfuture.vccs.edu/transfer/>.

Veterans Affairs Offices

A Veterans Affairs Office on each campus assists students in applying for VA benefits, in certifying eligibility, and in maintaining accurate enrollment and student status records

Volunteering

Students who want to volunteer through the college may do so by contacting a campus student activities coordinator. Clubs or organizations may also express their desire to volunteer via this route.

Contact information:

Chesapeake: 757-822-5138

Norfolk: 757-822-1252

Portsmouth: 757-822-2256

Virginia Beach: 757-822-7226

The Women's Center

The TCC Women's Center maintains an office on each campus to provide services that help women achieve their academic and personal goals. Among the services offered are workshops, counseling, weekly support groups, crisis intervention and referral, and help in obtaining financial assistance. Special assistance for women interested in non-traditional career fields is also available. Contact the Women's Center Office for more information.

BOOKSTORES

Barnes & Noble at TCC serves the college with the main bookstore located at MacArthur Center in Norfolk and a satellite bookstore at the Virginia Beach Campus. During peak bookselling periods in the academic year, temporary on-campus distribution stores operate on the Chesapeake and Portsmouth campuses. Books and supplies may be ordered from the bookstore's website at www.tcc.bncollege.com.

Chesapeake Campus (distribution store)

1428 Cedar Road, Chesapeake, VA.....757-822-5315

Norfolk Campus (bookstore)

300 Monticello Ave, Norfolk, VA 23510

MacArthur Center Mall, 3rd Level.....757-625-3459

Portsmouth Campus (distribution store)

120 Campus Drive, Portsmouth, VA 23701.....757-822-2620

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Virginia Beach Campus (satellite bookstore)

1700 College Crescent, Virginia Beach, VA 23453.....757-822-7575

BULLETIN BOARDS

Information of general interest and notification of lost and found items or items for sale or rent may be posted on specific college bulletin boards at each campus. The bulletin boards are placed at various locations on the campuses. All items must be approved by the campus provost, campus dean of student services, or other designee. Contact a campus dean for student services to learn of the approval process for posting an item.

The college assumes no responsibility for the validity of other than official college notices.

BUS SERVICE

Hampton Roads Transit provides bus service to all campuses. Call 757-222-6100 for information about bus routes and schedules. For HANDI-RIDE and MAXI-RIDE, call 757-640-6247.

FOOD SERVICE

Vending machines provide food and beverages on all campuses.

HEALTH PROBLEMS

If students have documented chronic health problems or disabilities that may affect their attendance, learning, or personal safety, they should seek help from Disability Services who will provide them with a list of appropriate academic accommodations. Instructors will not be informed about a specific disability by Disability Services; it will be the student's decision and responsibility to inform the instructors. If students decide to talk to instructors about their accommodations, students will be provided with a copy for each instructor at the beginning of the semester. Students should ask for a private meeting to discuss accommodations with instructors. It is not required that students disclose the nature of their disability or chronic health condition to receive academic accommodations.

HEALTH SERVICES

Tidewater Community College does not provide health services, emergency or otherwise. In case of emergency, call 911 or ask the campus switchboard operator to call 911.

INCLEMENT WEATHER POLICY

When weather conditions make it necessary to delay opening, cancel classes, or close the college, one of the following notices will be provided by the TCC Information Center and local radio and television stations. Please do not call any other college telephone numbers.

Determine the college's status by calling 757-822-1122, checking the radio or television stations, or visiting the college's website (www.tcc.edu). One of the following notices will be provided:

1. Message: The college is closed.

The college is closed day and evening for students and staff.

2. Message: The college will open/close at ().

The college will open/close at designated time for students and staff.

3. Message: The college will open at 4:00 p.m.

The college will be closed for day classes and day staff, but will open for evening classes and evening staff.

4. Message: Evening classes are cancelled.

The college is closed for evening students and staff.

PARKING AND TRAFFIC

The Tidewater Community College Board has approved traffic and parking regulations. These regulations are designed to ease the flow of traffic and to ensure safety.

All posted and distributed traffic, parking, and speed limit regulations are to be observed by all students, faculty, and staff. Designated college officials and staff persons are authorized to issue citations to violators.

The college assumes no responsibility for the care or protection of any vehicle or its contents at any time it is operated or parked on the campus. Keep automobiles locked at all times.

Those drivers of automobiles who are bona fide visitors are also subject to a traffic citation. Parking and/or moving violations will be noted by an administrative summons. Failure to honor this summons will result in disciplinary action. The intent of the parking policy is to discourage improper parking and to encourage compliance with traffic rules and regulations on campus. A system of fines has been approved by the Tidewater Community College Board and may be implemented.

Parking for the individuals with disabilities is restricted to those vehicles displaying a disabled veteran's license plate or an official Division of Motor Vehicles license plate or permit for a disabled person.

Law enforcement agents will issue traffic summonses to vehicle owners who violate disabled and fire lane parking regulations.

SMOKING

Smoking is not permitted inside college buildings. Smoking is permitted only in areas so designated and posted. Employees and students who violate college smoking policy will be subject to appropriate disciplinary action.

TELEPHONE CALLS

Pay telephones are available on the campuses. Other phones are limited to official college business.

Touchtone registration phones may not be used for other purposes. Each campus also has a TTY telephone.

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TRANSCRIPTS AND CERTIFICATIONS

A transcript is a copy of a student's permanent academic record. An official transcript bears the college seal. Students must submit a written or web request to obtain a personal copy of their official transcript or to have one sent elsewhere. Transcripts sent to educational institutions or agencies must often be official and bear the college seal. In some cases, transcripts mailed or given directly to a student will not be considered as official by educational institutions or agencies. Transcripts will not be issued for students who have financial obligations to the college. Visit www.tcc.edu/students/admissions/transcripts for options available in requesting an official transcript.

Official transcripts normally take three to five working days to process, or longer during peak periods (i.e., beginning and end of semester, commencement, registration). Transcripts for students who have taken courses on the quarter system (prior to summer 1988) or through cross-registration may take up to seven working days to process.

Students can obtain an unofficial copy of their transcript by using the Student Information System (SIS) at www.tcc.edu/sis.

To request a hard copy of the unofficial transcript, students must complete a request form (<http://www.tcc.edu/students/admissions/pdfs/transcriptF.pdf>) and submit it along with a picture ID to an Enrollment Services office. The college can provide most unofficial transcripts on the same day. Some requests must be sent to Central Records if the records are very old or involve cross-registration.

Certifications are letters or forms verifying a student's enrollment status to external agencies and organizations. These requests normally take seven to fourteen working days or longer to process during heavy registration periods or grade processing times. Students must settle all financial obligations with the college before a certification will be released. Contact the campus Enrollment Services office to request certifications and/or to submit the required request form (at: www.tcc.edu/students/forms/pdfs/SS-007PermitoDisclose.pdf).

Students must present a picture ID to pick up transcripts or certifications. A third party may pick up a student's transcript or certification, but only if the student has provided the college written permission, dated and signed by the student, to release the document to a specific individual. This specified individual must also present his or her picture ID.

VIDEO BULLETIN BOARD

Information about student activities, upcoming events, important dates, new courses, and academic, career, and personal assistance are broadcast continuously on WTCC, the college's video communication system.

VOTER REGISTRATION

Voter registration forms are available at multiple locations on each campus, including the Student Activities Office and the ID Card Office. The college will assist persons with known disabilities in completing and mailing the voter registration forms.

The State Voter Registration form can also be downloaded from the Internet at www.sbe.Virginia.gov

The National Voter Registration form can be downloaded from the Internet at www.fec.gov/votregis/vr.htm.

WEB PAGE

TCC maintains a web site at www.tcc.edu. It contains the TCC Schedule of Classes, as well as frequently updated information on college programs and courses, admissions and registration, student services, and locations.

