

## COLLEGE-WIDE SUPPORT SERVICES FOR STUDENTS

### A Quick Reference Guide

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 to 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 about Virginia's 4-year institutions, such as applications, transfer guides, and catalogs. The 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/Student Services offices offer 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 assists 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 updating of applications. Staff is responsible for the processing of student data changes, grade changes, and faculty withdrawals. 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.

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8. The 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. 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 Programs and Student Services provides immigration and admission assistance for nonimmigrant students. Services are 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. The 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 in improving their academic performance, staying in college, graduating from TCC, and transferring to four-year institutions.
13. The Student Activities Office offers a number of campus programs and activities for students. A sampling of these programs include Fall Fest, Spring Fling and Movie Nights. 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 offer employment referral services designed to assist students and graduates in finding employment. Job listings are received from various employers and posted online to the [TCC/HireNet.net](http://TCC/HireNet.net) website. The Cooperative Education/Internship programs enable any qualified TCC student to earn college credit 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) assists 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 grammar 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.

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	Department	Chesapeake	Norfolk	Portsmouth	Virginia Beach
1.	Admissions/Service and Entry Services	822-5267	822-1206	822-2193	822-7172
2.	Career and Transfer Resource Center	822-5125	822-1222	822-2165	822-7519
3.	Counseling / Student Development Center	822-5125	822-1230	822-2200	822-7212
4.	Disability Services	822-5125	822-1213	822-2208	822-7211
5.	Domicile Services	822-5117	822-1235	822-2193	822-7136
6.	Enrollment Services/ Records	822-5117	822-1235	822-2193	822-7101
7.	Financial Aid/ Financial Support Services	822-5145	822-1236	822-2215	822-7292
8.	FOCUS	822-5131	822-1607	822-2194	822-7519
9.	ID Card Office	822-5270	822-1252	822-2175	822-7287
10.	International Programs and Student Services				822-7342
11.	Learning Resource Center	822-5160	822-1101	822-2130	822-7151
12.	Math Lab	822-5157	822-1383	822-2349	822-7176
13.	Open Door Project		822-1218	822-2211	
14.	Student Activities	822-5138	822-1251	822-2171	822-7226
15.	Student Employment Services/Cooperative Education/Internship	822-5150		822-2168	822-7228
16.	Testing/Assessment Center	822-5131	822-1310	822-2194	822-7390
17.	Tutoring/Teaching and Learning Center	822-5157	822-1420	822-2539	822-7338
18.	Veterans Affairs	822-5140	822-1207	822-2197	822-7235
19.	Women's Center	822-5133	822-1140	822-2161	822-7363
20.	Writing Center	822-5157	822-1584	822-2396	822-7170