OFFICE OF STUDENT SUPPORT SERVICES FOR ADULT AND DISTANCE LEARNERS

AVON WILLIAMS CAMPUS

SUPPORT QUICKLINKS E-LEARN
OFF-CAMPUS ACADEMIC DISTANCE LEARNING RESOURCES TUTORING STUDENTS CONTINUING ONLINE ASSESSMENT GRADES
TRANSPORT STUDENTS ACCELERATED TENNESSEE STATE UNIVERSITY COUNSELING ONLINE TUTORIALS E-LEARN RESOURCES EXCELLENCE EDUCATION GRADUATES EVENINGS ACADEMIC LIBRARIES

330 Tenth Avenue North | Third Floor, Suite 331 | Nashville, TN 37203 | 615-963-7001 www.tnstate.edu/atadistance/studentsupport.aspx • adultstudentsupport@tnstate.edu
Student Support Services for Adult and Distance Learners

The Office of Student Support Services for Adult and Distance Learners, located on the Avon Williams Campus (AWC), is the single point of access for enrollment and other student support services for adult and distance learners. In this office, students can seek help with admissions, financial aid, and other academic support services. Personnel in the Student Support Services Office help students who have been out of school for a while or those who have never attended college plot a successful course through the University. The Student Support Services Office provides pre-enrollment counseling to help prospective students make decisions about entering/returning to college.

Contact the office at (615) 963-7001/8877 881-0011, or via e-mail at adultstudentsupport@tnstate.edu.

Counseling Services

The Counseling Center offers services which assist students in making personal decisions, making and the development and refinement of interpersonal, intercultural, and social relations. Services related to vocational, educational, and career management are also available to each student. Professional counselors are ready to meet with students on an individual or group basis. The University Counseling Center is the first office a student should contact when wishing to withdraw from the University. A representative from the Counseling Center will be available at the AWC on select evenings throughout the semester. Contact personnel in the Office of Student Support Services for Adult and Distance Learners for a schedule.

Contact the Counseling Center at (615) 963-5611, or the Crisis Hotline at (615) 255-4565, or the Office of Student Support Services for Adult and Distance Learners at (615) 963-7001.

Disabled Student Services

The Office of Disability Services seeks to ensure the accessibility of programs and services to persons with disabilities. In order to obtain services, the student must:

• Be admitted to TSU through the admissions office.
• Provide documentation from a licensed professional.
• Complete registration form and have an intake interview.

Students needing assistance can call (615) 963-7400 or the Office of Student Support Services for Adult and Distance Learners at (615) 963-7001. A representative from the Office of Disability Services will be available at the AWC on select evenings throughout the semester. Contact personnel in the Office of Student Support Services for Adult and Distance Learners for a schedule.

Diversity and International Affairs

The Office of Diversity and International Affairs (ODIA) program at Tennessee State University provides administrative assistance to all international students in connection with their status in the United States and their need for communications with the United States Immigration Service. The office also provides planned programming and special events. Students are assisted with all official communications to their respective home governments, including clearance for foreign currency exchange. ODIA will be available at the AWC on select evenings throughout the semester. Contact personnel in the Office of Student Support Services for Adult and Distance Learners for a schedule (615) 963-7001.

Contact the Office of Diversity and International Affairs at (615) 963-5640.

Library Services

The Brown-Daniel Library has two physical locations - the Main Campus and the Avon Williams Campus. For students who study off-campus sites and via distance education, virtual library services are available by accessing the web site at www.tnstate.edu, and clicking on “Library.”

Contact the Avon Williams Campus Library at (615) 963-7188 or the Main Campus Library at (615) 963-5211 for additional information.

TSU Testing Center

The TSU Testing Center is a service unit within the Division of Academic Affairs which administers both paper-and-pencil tests and computer-administered standardized tests. Services provided through the Testing Center are available to TSU students and members of the community. The Testing Center provides special accommodations for test candidates with appropriately documented disabilities. They also offer assistance with the GED, ACT, COMPASS, NET, GRE, TOEFL, and CLEP tests. For more information, call (615) 963-5991.

Smartthinking

Online Tutoring Anywhere, Anytime. (Mathematics, Anatomy & Physiology, Biology, Chemistry, Physics, Economics, Finance, Accounting, Statistics, Spanish, Writing and other subject areas).

Available 24 hours a day / 7 days a week.

How to get started
• Go to http://services.smartthinking.com
• Log in – Your username is your T-number and your password is “changeme”. You can change your password in the About Me section of your account once logged into the system.
• Review the Smartthinking Student Handbook from a link in the scrolling marquis at the bottom of the home page. This document will provide information on the use of our service. For help call, (615) 963-7001.

Second Life®

Second Life® is an online virtual campus at Tennessee State University where members of the academy – especially the University’s distance, off-campus, and transfer students, faculty, and staff can connect with each other and increase their sense of connectedness to the University. Through Second Life®, TSU users will be able to interact, socialize, and participate in individual and group activities.

What better way to feel connected than being able to stroll through our virtual campus to see a group of students meeting informally on the Yard or better yet, if a student needs help from an advisor, they can just stop by for a visit. The possibilities are endless! Go to http://www.tnstate.edu/secondlife/ or contact us at (615) 963-7001.

The Atrium Cafe and Laptop Lane

Located on the Avon Williams Campus, this location is a hidden treasure for students and staff who spend their time on the AWC campus.
Enjoy lunch, dinner or a snack at the Atrium Café. Don’t have time to travel back to main campus for lunch or dinner? No problem! Tiger Dining is here to serve you and save you time, offering a Home Zone Menu and a Grille Works. The Café is also home to Laptop Lane where customers can access the internet via Wi-Fi (wireless) connection. Vending services are available within the Café. Contact Tiger Dining at (615) 963-7270 or for more information phone (615) 963-7001.

The Bookstore at Avon Williams

The Bookstore at the Avon Williams Campus is conveniently located off the Atrium on the third floor. Students, faculty, and staff may purchase supplies, merchandise, and textbooks for all courses offered on the AWC. The Bookstore can be designated as a pick-up point for textbooks purchased online. For more information, contact the Bookstore at (615) 963-7221 or (615) 963-7001.

Child Care Services

The Child Care Center on the Avon Williams Campus provides convenient, dependable and professional child care for dependents of students, staff and faculty who are involved with evening classes on the AWC. For information about the Child Care Center, call (615) 963-7001.

Computer Labs and Copying Services

Computers for student use are available in the Office of Student Support Services, Suite 351, the AWC Library (first floor), and the open Computer Lab (first floor, Room 126). A copy machine for student use is also available in the AWC Library. For computer use at off-campus sites, phone (615) 963-7001. Technical support is available at (615) 963-7777.

Wellness Center, Recreation & Intramural Sports

The Wellness/Fitness Center is located in the Gentry Center. The facility has a work-out room which contains traditional weight-training machines, free weights, recumbent bicycles, and cardiovascular units such as treadmills, rowing machines, and elliptical trainers. An aerobic/dance room, measuring more than 1,300 square feet, features padded slip-resistant hardwood flooring with mirrors and dance bars. There is also a diagnostics training room which has a hydrotherapy unit, massage tables, whirlpools, treatment tables, and other medical recovery stations for injured athletes.

The Wellness/Fitness Center is open seven days a week and accessible for use by all TSU students, faculty and staff. A valid TSU ID is required for entry. For more information contact (615) 963-2261.

Shuttle Bus Service

Shuttle Service is available from the Main Campus to the Avon Williams Campus daily. Due to limited parking at the AWC, students who reside on the Main Campus are encouraged to use the shuttle service. Shuttle schedules change each semester; contact the second floor Information Desk or the Office of Student Support Services for Adult and Distance Learners at (615) 963-7001 for a current schedule.

Financial Aid

The Office of Financial Aid is located on the TSU Main Campus, Floyd Payne Student Center, Suite 333. Phone: (615) 963-5701 1-888-328-4636 (toll-free) Fax: (615) 963-7540 Email: finaid@tnstate.edu

Bursar’s Office

The Bursar’s Office is a part of the Department of Finance and Accounting and the Division of Business and Finance. This office is responsible for the assessment and collection of student tuition and fees. The unit is also responsible for the disbursement of excess financial aid, disbursement and collection of Perkins and institutional loans, billing of third-party payments, and the collection and recording of departmental deposits. The office is located at the McWherter Administration Building, Suite 137-B.

Wellness Center Operating Hours

Monday - Thursday: 6:00 a.m. - 10:00 p.m.
Friday: 6:00 a.m. - 12:00 p.m.
Saturday: 8:00 a.m. - 2:00 p.m.
Sunday: 12:00 p.m. - 6:00 p.m.

Metro Transit

For more information go to: https://www.metrotransit.org. From across Nashville, students may secure transportation via Metro Transit.

TSU IDs

The ID Center is located on the 3rd floor, Suite 339 of the Avon Williams Campus and at McCord Hall, Room 20 on the Main Campus. The ID card is used for dining services, the library, and to access various events on campus for students. The ID card should be on your person at all times while on campus. The TSU ID Card is the property of Tennessee State University and must be surrendered upon request to any authorized party.

Students who study at a distance may obtain the ID Card by phone; the cards will be mailed to the students. For more information contact (615) 963-7001.

“The Meter” TSU Newspaper

Mass Communications students produce the award-winning newspaper, The Meter. Newspapers are available on the 2nd Floor lobby of the Avon Williams Campus.

Campus Police

24 Hours a Day, 7 Days a Week

If you are on campus and have an emergency, please contact TSU Police Department (TSUPD) at (615) 963-5171 instead of calling 911. This will avoid any delays in service. A certified trained TSU police dispatcher will contact the necessary emergency services to assist you. You may also call TSU security officers located at the AWC at (615) 963-7176.
Distance Education Student Support Services

While the academic and student services outlined in the beginning pages of this document are available to all students enrolled at TSU, the following services are more helpful to the online student population.

Online Courses

Tennessee State University (TSU) offers distance education courses and degree programs through two avenues - Regents Online Campus Collaborative (ROCC/RODP) and through TSU Distance Education (TSUDE). The two programs are designated in the course schedule as section 98 (TSUDE) or section R50 (ROCC/RODP) respectively.

Online Student Portal (myTSU)

Tennessee State University has an online student portal for all students called “myTSU.” This portal allows students to register online, view account balances and financial aid status, pay fees, print class schedules, etc. Students can access this portal at http://mytsu.tnstate.edu. Contact the TSU Help Desk to resolve any technical difficulties experienced with “myTSU” at (615) 963-7777 or via e-mail at helpdesk@tnstate.edu.

Online Academic Support Services

Distance education students are provided with academic support counselors who are available by phone and/or e-mail. To contact a counselor, call (615) 963-7001 or e-mail distance@tnstate.edu.

Online Library

Tennessee State University has extensive online library resources consisting of online databases and e-books. To access TSU library resources go to www.tnstate.edu web site and select the library link. The online library offers a virtual librarian for library related questions and assistance with research. For more information about TSU Online Library resources, call (615) 963-5211.

Students taking RODP courses may access the RODP online library at http://vl.rodp.org/.

Testing

TSU Distance Education and RODP students may be required to sit for a proctored examination during the mid-term and final examination periods, Tennessee State University coordinates with a select number of “verified sites.” For assistance with making site arrangements for a proctor or to schedule a proctored exam, contact the TSU Testing Center at (615) 963-7113.

Technical Support

TSU Online (section 98) - Technical Support is available by phone 24 hours a day, seven days a week at (615) 963-7777 or via e-mail helpdesk@tnstate.edu.

RODP (section R50) - Technical Support is available by phone 24 hours a day, seven days a week at (866) 550-7637 or via e-mail at rodp-helpdesk@tsu.edu.

Free Online Assessment: SmarterMeasure

Are you ready to take an online course or to enroll in one of Tennessee State University’s online degree programs?

Find out by completing the SmarterMeasure Assessment.

Your score on the assessment will not prevent you from registering for online classes or enrolling in an online degree program; however, it is a tool that will help you assess your strengths and opportunities for growth related to distance learning in seven areas:

1. Life Factors - things going on in your life, how much time you have to study, etc.
2. Individual Attributes - procrastination, time management, willingness to ask for help, academic attributes.
3. Learning Styles - what is your predominant learning style?
4. Technical Competency.
5. Technical Knowledge.
6. Reading Rate and Recall.
7. Typing Speed and Accuracy.

It will take you about 35 minutes from start to finish, but you may log out and complete it later if necessary.

You will receive a full-color report immediately following the completion of all areas SmarterMeasure. We highly recommend you read through your results and try at least one Resource for Support listed for each section of the report.

SmarterMeasure URL: http://tnstate.smartermeasure.com
Username: student Password: success

After you log in, you will receive an email from SmarterMeasure with a pin number that will allow you to log back in later or view your results again.

Be sure to email yourself a copy of the report for future reference and be prepared to discuss the results with your professional or faculty advisor.
University Friendly Policies for Non-Traditional Students

Prior Learning Assessment (PLA)

Tennessee State University (TSU) serves a diverse community of learners, many of whom bring a wealth of previous learning through life experiences including work, training and independent study. In recognition of Prior Learning, TSU offers the possibility of formally granting college credit for life experience. For more information, contact the Office of Student Support Services for Adult and Distance Learners at (615) 963-7001.

Academic Fresh Start

Tennessee State University (TSU) realizes that sometimes students do not get off to a good start when they first enter college. The University’s new Academic Fresh Start policy permits students who were previously enrolled in an accredited institution of higher education to resume study without being penalized for unsatisfactory grades resulting in a low grade-point-average (GPA). Portions of the academic record may be excluded from the calculation of the GPA, however, all grades that have been earned remain on the transcript. For information concerning eligibility and submitting an application contact the Office of Student Support Services for Adult and Distance Learners at (615) 963-7001.