



**TENNESSEE
STATE UNIVERSITY**

**Student and Academic
Support Services for Distance,
Off-Campus, and Evening/
Weekend Students**



Avon Williams Campus

330 Tenth Avenue North

Nashville, TN 37203

615-963-7001

www.tnstate.edu/awc



TENNESSEE STATE UNIVERSITY

Avon Williams Campus

Student Support Services for Adult and Distance Learners

The Office of Student Support Services for Adult and Distance Learners, commonly referred to as the “One-Stop-Shop,” is the single point of access for enrollment and other student support services for distance, off-campus, and evening/weekend students. In this office, students can seek help with admissions, financial aid, and other academic support services. Personnel in the “One-Stop-Shop” 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 Office of Student Support Services for Adult and Distance Learners provides pre-enrollment counseling to help prospective students make decisions about entering/returning to college. The “One-Stop-Shop” is also a great place to learn about upcoming events held at Tennessee State University.

Contact the office at (615) 963-7001/(877) 881-0011, or via e-mail at [Student Support Services@tnstate.edu](mailto:StudentSupportServices@tnstate.edu).

Operating Hours

| | |
|-------------------|------------------------|
| Monday - Thursday | 10:00 a.m. - 7:00 p.m. |
| Friday | 8:00 a.m. - 6:00 p.m. |
| Saturday | 9:00 a.m. - 12:00 noon |
| Sunday | CLOSED |

AWC Third Floor, Suite 331

Career Development

The Career Development Center offers group and individual counseling in the career planning process. Workshops/seminars are conducted weekly to assist students in securing off-campus employment and internal student positions. Students may register with the Career Center by attending a career planning seminar and by entering a resume on TigerTRACK.

To obtain a schedule of career planning seminars at the Avon Williams Campus, students may contact the Office of Student Support Services for Adult and Distance Learners “One-Stop-Shop” at (615) 963-7001.



Counseling Services

The Counseling Center offers services which assist students in personal decision-making and the development and refinement of intrapersonal, interpersonal, and social relations. Services related to vocational, educational, and crisis 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. See 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-LINE/(615) 255-5463, or the Office of Student Support Services for Adult and Distance Learners at (615) 963-7001.



TENNESSEE STATE UNIVERSITY

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Disabled Student Services

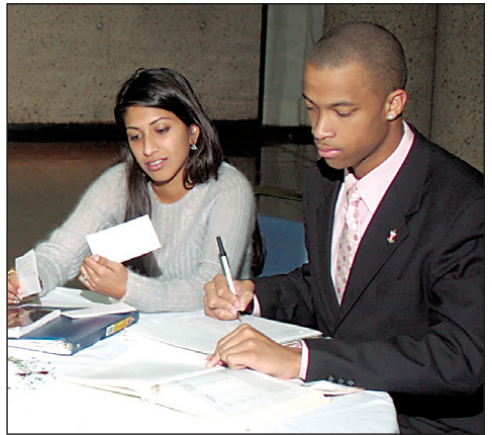
The Office for Students with Disabilities seeks to ensure the accessibility of programs and services to persons with disabilities. In order to obtain services, the student must:

- be admitted to TSU through the admissions office;
- provide documentation from a medical or psychological professional; and
- complete an application form and have an initial interview with the director of the students with disabilities.

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 for Students with Disabilities will be available at the AWC on select evenings throughout the semester. See personnel in the Office of Student Support Services for Adult and Distance Learners for a schedule.

International and Multi-Cultural Affairs

The International and Multi-Cultural Affairs program at Tennessee State University provides administrative assistance to all foreign 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. A representative from International and Multi-Cultural Affairs will be available at the AWC on select evenings throughout the semester. See personnel in the Office of Student Support Services for Adult and Distance Learners for a schedule.



Contact the Office of International and Multi-Cultural Affairs at (615) 963-5639, or the Office of Student Support Services for Adult and Distance Learners at (615) 963-7001.

Library Services

The Brown-Daniel Library has two physical locations - the Main Campus and the Avon Williams Campus. For students who study at 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 for additional information.

| AWC Library Operating Hours | |
|------------------------------------|------------------------|
| Monday - Thursday | 9:00 a.m. - 10:00 p.m. |
| Friday | 9:00 a.m. - 8:00 p.m. |
| Saturday | 9:00 a.m. - 5:00 p.m. |
| Sunday | 1:00 p.m. - 5:00 p.m. |
| AWC First Floor | |



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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.

Tutorial Services

The Office of Academic Enrichment offers tutorial services in Mathematics, Reading, and Writing at the AWC. These services are available in an area adjacent to the "One-Stop-Shop." For tutorial assistance and a schedule, contact the Office of Student Support Service for Adult and Distance Learners at (615) 963-7362.

The Atrium Cafe and Laptop Lane

Located on the Avon Williams Campus, The Atrium Cafe is where students, faculty, staff, and the Nashville community can enjoy lunch, dinner or a snack. The Cafe is also home to Laptop Lane where customers can access the internet via Wi-Fi (wireless) connection. Vending services are available within the Cafe. Contact the TSU Dining Service at (615) 963-7264.

| Operating Hours | |
|------------------------|------------------------|
| Monday - Thursday | 10:30 a.m. - 7:30 p.m. |
| Friday | 7:30 a.m. - 1:30 p.m. |
| Saturday | CLOSED |
| Sunday | CLOSED |
| AWC Third Floor | |

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 on the Avon Williams Campus at (615) 963-7221.

| Operating Hours | |
|---------------------------|----------------------------|
| Monday - Thursday | 10:00 a.m. - 7:00 p.m. |
| Friday | 2:00 p.m. - 5:00 p.m. |
| Saturday | Beginning of Semester only |
| Sunday | CLOSED |
| AWC Third Floor, Room 346 | |

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. Rates for child care are as follows: \$5.00 for first-time enrollment, \$2.50 per hour for the 1st child and \$1.75 per hour for each additional child. There is a late pickup fee of \$1.00 per minute. For information about the Child Care Center, call (615) 963-7001.

| Operating Hours | |
|----------------------------|-----------------------|
| Monday - Thursday | 4:45 p.m. - 8:00 p.m. |
| Friday - Sunday | CLOSED |
| AWC Second Floor, Room 286 | |



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Computer Labs and Copying Services

Computers for student use are available in the AWC library (first floor, Room 126) and in the first floor Computer Lab. A copy machine for student use is also available in the AWC library (Debittek card required).



Recreation & Wellness Center

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.

Wellness Center Operating Hours

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

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.

Student Health Services

Student Health Services are available on the Main Campus (Queen Washington Hall) from 8:00 a.m. to 4:30 p.m. Monday - Friday. If students need services after 4:30 p.m. they should contact any Urgent Care facility in the city or any hospital emergency room, and identify themselves as a student at TSU.

Clinics at the University are held by a physician who examines and administers, or prescribes treatment and medication. Students suffering from complex medical/surgical problems are hospitalized at a local hospital of their choice (at their own expense). The University accepts no responsibility for any student requiring hospitalization. Thus, students are strongly encouraged to enroll in the Student Injury and Sickness Insurance Plan.

For additional information, contact the Health Center directly at (615) 963-5291. For a schedule of health seminars to be held at the AWC throughout the semester, contact the Office of Student Support Services for Adult and Distance Learners at (615) 963-7001.

Distance Education Student Support Services

Online Courses

Tennessee State University (TSU) offers distance education courses and degree programs through two avenues - TSU Online and Regents Online Degree Program (RODP). Courses are delivered via eLearn@TNSTATE, the University's course management system. The two programs are designated in the course schedule as section 98 or section R50 respectively.

Online Student Portal (myTSU)

Tennessee State University has an online student portal for all students called "myTSU." This portal allows students who register online to 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 Bookstore

TSU Online (section 98) - Distance Education students at Tennessee State University may order books online through the TSU Bookstore at www.tsu.bkstr.com, or they may call (615) 963-7568.

RODP (section R50) - TSU students taking any RODP course must order books online through the RODP Bookstore at www.rodphelpdesk@tbr.edu.

Testing

TSU Distance Education and RODP students may be required to sit for a proctored examination during the mid-term and final examination. 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) 963-7111.

Technical Support

TSU Online (section 98) - Technical Support is available by phone 24 hours a day, seven days a week at (615) 963-1239 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 rodphelpdesk@tbr.edu.

Online Student Support Services

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

Regents Online Degree Students or TSU students taking RODP courses may access the RODP online library at <http://vl.rodphelpdesk@tbr.edu>.

Student Handbook

<http://www.tnstate.edu/interior.asp?mid=3732>