OFFICE OF STUDENT SUPPORT SERVICES FOR ADULT AND DISTANCE LEARNERS
Counseling Services
The Counseling Center offers services which assist students in personal decision making and the development and refinement of interpersonal, intergroup, 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. 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) 338-6341, ext. 9111 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.

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.

Face-to-Face Tutoring at AWC
English, Writing, Math and Science
Monday-Saturday
No Appointment Needed
Office of Student Support Services
3rd Floor, Suite 331
Call (615) 963-7001 for Hours
adultstudentsupport@tnstate.edu

TutorMe
Connect with an online tutor for on-demand academic assistance in over 300 subjects. The lesson space features a virtual whiteboard, text editor, audio/video chat, screen-sharing and so much more; all lessons are archived for your convenience. Just log into eLearn and click on TutorMe Online Tutoring Service link found on the eLearn MyHome page. Just make sure that your TutorMe account is associated with your University email address and you are all set to connect with a TutorMe tutor. Need additional help, please call, (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 Cafe. 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 Cafe is also home to Laptop Lane where customers can access the internet via Wi-Fi (wireless) connection. Vendor services are available within the Cafe. Contact Tiger Dining at (615) 963-7270 or for more information phone (615) 963-7001.
Prepared meals and everyday essentials that deliver quality, selection and value.

Child Care Services

The Child Care Center on the Avon Williams Campus provides convenient, dependable and professional child care for dependents 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 331, 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.

Metro Transit

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

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.

Cashier Hours (Main Campus)

8:30 a.m. – 3:30 p.m.

Telephone: (615) 963-5472 Toll-Free: 1 (877) 288-0028 Fax: (615) 963-7632

The ID Center is located on the 2nd floor of the Avon Williams Campus and at Hankle Hall, Room 102 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.

“TSU ID Newsletter”

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.
Parking and Traffic Safety

Students, faculty and staff who park on either campus must register vehicles and obtain parking permit. The parking permit must be properly displayed on the front rear view mirror of the vehicle. To register your vehicle go to http://www.tnstate.edu/auxiliary/parking/ or call the Parking Office at (615) 963-1482 for more information.

Required documents to pick up your parking permit:

- Driver’s License
- TSU ID Card
- Vehicle Registration / Renewal Form
- Proof of Insurance
- *Required for disabled permit in addition to other documents.

Veterans

The Office of Veterans Services at Tennessee State University is grateful to assist service members and their families in using VA Educational Benefits. We thank you for your service.

Phone: (615) 963-7001
Fax: (615) 963-7007
E-mail: adultstudentsupport@tnstate.edu

Banking on Avon Williams Campus

For your convenience, the University houses ATMs for student and employee use. At the AWC, it is located on the 3rd Floor at the top of the stairs.

On the main campus the ATM is located in the Student Center on the main floor (which is the 2nd floor) near the information desk and the Forum (theater).

Student Handbook

Every student should be familiar with the Student Handbook. The online copy may be found at: http://www.tnstate.edu/campus_life/documents/StudentHandbook.pdf

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 - TN eCampus and through TSU Distance Education (TSUDE). The two programs are designated in the course schedule as section 98 (TSUDE) or sections R50, R01, R25 (TN eCampus) 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 Bookstore

TSU Online (section 98) - Distance Education students at Tennessee State University may order books online through the TN eCampus Bookstore at http://www.blstr.com/tncampusstore/home, or they may call (615) 963-7568.

Testing

TSU Distance Education and TN eCampus 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.

TN eCampus (sections R50, R01, R25) - Technical Support is available by phone 24 hours a day, seven days a week at (888) 223-0023.

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.

Smarter Measure

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™

Username: student
Password: success

After you login, 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

Earn College Credit for What You Already Know

The knowledge that you have gained outside the classroom is extremely valuable. At Tennessee State University, we have a process for turning this learning from professional experience into academic credit. You can save time and money as you earn your degree.

There are many types of learning that can be evaluated, including learning from:
- Work experience and job skills
- Employer training programs
- Military Service
- Independent Study
- Volunteer or community service
- Other training or skills

To determine if you are a good candidate for this program, please visit the PLA website at http://www.tnstate.edu/atadistance/prior_learning_assessment-newhome.aspx or email the Office of Student Support Services for Adult and Distance Learners at adultstudentsupport@tnstate.edu.

You may also reach out to your PLA Advisor to assist you with registration. Don’t miss out on a great opportunity to earn college credit for what you already know.

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.

330 10th Avenue North,
Nashville, Tennessee 37203
www.tnstate.edu/atadistance/
(615) 963-7001

TSU-17-0033(B)-3-12115 – Tennessee State University does not discriminate against students, employees, or applicants for admission or employment on the basis of race, color, religion, creed, national origin, sex, sexual orientation, gender identity/expression, disability, age, status as a protected veteran, genetic information, or any other legally protected class with respect to all employment, programs and activities sponsored by Tennessee State University. The following person has been designated to handle inquiries regarding nondiscrimination policies: Rita Williams Seay, Office of Equity and Inclusion, rseay@tnstate.edu, 3500 John Merritt Blvd., McWherter Administration Building, Suite 260, Nashville, TN 37209, 615-963-7438. The Tennessee State University policy on nondiscrimination can be found at www.tnstate.edu/nondiscrimination.