



2023 – 2024 Faculty Advisor Manual

Prepared by:



865-882-4597

Oak Ridge Branch Campus: B-100

See our webpage for our current schedule:

[Advising Resource Center](http://www.roanestate.edu/?6-Advising-Resource-Center-ARC)

(<http://www.roanestate.edu/?6-Advising-Resource-Center-ARC>)

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Academic Advising

Roane State's mission is to improve the lives of individuals through the transformative power of education and to build thriving communities through partnerships for strengthening economic development.

The Advising Resource Center's mission is to create a shared educational partnership, which engages, challenges, and supports a diverse student population. Advisors use a holistic approach to empower students, promote available resources, and provide accurate and timely information in order to assist the student in clearly defining goals necessary for achieving educational and career goals. *Academic Advising is a shared responsibility between student and advisor that includes certain student learning outcomes as well as expectations for both student and advisor.*

Expectations for Assigned Faculty Advisors: The faculty advisor will...

- Manage students' progress through DegreeWorks.
- Understand and effectively communicate the curriculum and graduation requirements.
- Review previously earned/evaluated credit (located in student's academic transcript) and suggest appropriate semester courses.
- Assist Student Advisee's progress toward educational goals and plans by assisting with degree audits.
- Discuss courses for registration, drops, withdrawals, and program options.
- Refer students to other resources on campus and in the community as needed.
- Assist Student Advisee in identifying career opportunities and transfer institutions.
- Participate in faculty advisor training sessions to keep up to date on current information that benefits the student.
- Maintain confidentiality regarding your educational records in accordance with FERPA.

ARC Staff

Cody Miller, Interim Dean, Student Academic Services, Roane County

April Gonzalez, Director, Advising and Articulation Agreements, ORBC

Donna Lanham, Advising Systems Analyst, ORBC

Academic Advising Flowchart for students starting with a success coach:

- Student works with his/her success coach to become fully admitted to Roane State
- Student works with assigned success coach until successful completion of approximately 24 credits and a defined path for graduation
- Success coach assists student with (but not limited to) registration, career planning, financial aid, records, admissions, academic advising
- The success coach sends a transition letter to the faculty advisor (based on the student's major and academic program) when the student is transitioned at the successful completion of approximately 24 credit hours
- The faculty advisor sends his/her advisee list a welcome email informing the students about important information regarding meeting with the newly assigned advisor
- The student contacts his/her faculty advisor for advising and to obtain a PIN for the upcoming registration term
- Students utilize One Stop services for all financial aid and records questions (once transitioned to a faculty advisor)
- The student works toward degree completion utilizing in-person/online/phone/virtual advising meetings with his/her assigned faculty advisor
- Student applies to graduate (application found in student's RaiderNet account)
- Student is aware of and adheres to posted graduation deadlines
- Faculty advisor watches for the email from the graduation analyst to approve or deny the students request to be approved for an upcoming graduation (done via email)
- **Faculty advisor must reply to the graduation email to get this information to the graduation analyst** (approval or denial goes to the graduation analyst who in turn reaches out to the student)
- The student graduates

Academic Advising Flowchart for students who do not start with a success coach:

- Student is admitted to Roane State
- Student works with the One Stop at onboarding (student is assigned to an appropriate advisor for the program of study)
- Student works toward program completion utilizing in-person/online/phone/virtual advising meetings with his/her assigned faculty advisor
- Students continues to utilize One Stop services for all admissions, financial aid and records questions
- Student works toward program completion and applies to graduate (application found in student's RaiderNet account)
- Student is aware of and adheres to posted graduation deadlines
- **Faculty advisor must reply to the graduation email to get this information to the graduation analyst** (approval or denial goes to the graduation analyst who in turn reaches out to the student)
- The student graduates

Advisor Assignment Process

- **Most first time degree-seeking freshman, transfer and/or re-admit students** are assigned to a success coach upon application to RSCC. A student will remain assigned to the success coach until the student successfully completes approximately 24 college credits. Then the student will be transitioned to a faculty advisor appropriate to the student's major. Success coaches send transition emails to faculty at the time of transition to notify faculty of this change.
- **Certificate seeking students** are initially assigned to a success coach but are then transitioned to faculty advisors (appropriate to their plan of study) for program information, class selection and registration.

Change of Major

- If a student realizes he or she is not in the correct major and wishes to change, please have the student complete the [Change of Major \(PDF\)](http://www.roanestate.edu/webfolders/HUNSAKERJL/Change%20of%20Major.pdf) (<http://www.roanestate.edu/webfolders/HUNSAKERJL/Change%20of%20Major.pdf>).
- With the change of major, the student will need to provide a copy of the "What If Analysis" from DegreeWorks to show that he/she has reviewed how this change will impact completion at RSCC. If you are uncomfortable advising the student on this change, please direct the student to the Advising Resource Center for assistance from one of the academic advisors.
- The student will be responsible for submitting the completed Change of Major form and the "What if Analysis" for the corresponding new major to the One Stop or appropriate Frontline Staff (if a student has a success coach, he/she should work with the assigned success coach).
- Once the student's change of major has been processed by the Records Office, the ARC will be notified and will assign the student a new advisor (unless the student is with a success coach).

Students That Want to Audit a Class

- Any student enrolled at RSCC may register for audit courses.
- The student will attend class without being required to take examinations or prepare lessons or papers.
- Students auditing a course will receive a final grade of "AU" (audit) on the transcript.
- No credit will be received for the course or be applied toward major requirements.
- Students wishing to Audit a class will need to stop into one of the One Stop locations in either Harriman or Oak Ridge or contact their site director at the satellite campus and complete a Change of Registration Request Form. Staff from One Stop or the Site Director at the satellite campuses can assist students with registering for a course that the student wants to audit after the student completed a Change of Registration Form.

Students Who Plan to Transfer Upon Completion at RSCC

When advising students who are planning to transfer, please consider the following:

- Students who desire to earn a Bachelor of Arts or Bachelor of Science degree at a four-year college or university may complete the first two years of study at Roane State by enrolling in an Associate of Arts (AA), Associate of Science (AS), Associate of Fine Arts(AFA), or Associate of Science in Teaching(AST) degree program.
- Schedule an appointment with Counseling/Career Services if you are undecided about your major. It's important you select a major in the first two semesters at Roane State so that you don't take unnecessary courses.

- If you are planning to transfer to a four-year college/university, be sure to make a contact there and obtain specific program information. Visit “[Roane State’s College and University Partners](http://www.roanestate.edu/?24-Roane-States-College-and-University-Partners)” [webpage](http://www.roanestate.edu/?24-Roane-States-College-and-University-Partners) (http://www.roanestate.edu/?24-Roane-States-College-and-University-Partners) for assistance advising transfer students.

Also, feel free to copy and disseminate the following pages for your students to use as they consider the university that works well for their transfer needs:

Four Year College Questions (Things to Consider):

- University Name:
 - What is the reputation of the college?
 - Is your proposed major available at this college?
 - In which department will I find my major?
 - Who is a contact person in that department?
- Admissions information:
 - Are there any advantages at this institution if you transfer with an Associate's degree?
 - Is credit given for AP and/or CLEP tests you may have taken?
 - Are there special admission requirements for the major you have selected? If so, how many students are selected into your desired area each year?
 - Will you be required to take any type of placement/evaluation exam prior to being accepted?
 - Will the institution give you an evaluation of your current earned credit hours and show you what you will have left to complete to earn your degree there?
- Financial Consideration:
 - What is the tuition per semester or year for a full-time student? Do not let this be your first priority in considering a transfer school
 - Are there scholarship opportunities and what is the deadline for a transfer student to apply?
 - If you plan to live on campus what are the housing options and what is the cost?
 - If you plan to eat on campus what is the option with meal tickets?
 - Are there any additional fees?
 - What can you estimate to pay for books?
- Academics
 - How is the workload and pressure for students in your major?
 - When and where are the courses taught for this major? Are they mostly day or night classes; are they offered at one campus or multiple locations?
 - What is the faculty/student ratio in your major?
 - What is the average class size in your major?
 - Are courses taught by full time faculty, adjuncts or teaching assistants?
 - What kind of jobs do your graduates receive and who are some of your major employers?
- Other considerations
 - Are there any extra-curricular activities?
 - Schedule a tour?
- Overall assessment of this university based on the answers above

Understanding a Student's Test Scores

To review test scores:

- SSB under Student Test Scores and
- Student account under Your Records/View Test Scores

For the most up-to-date information, always consult the current RSCC catalog. The Learning Support webpage also provides information about placement at the following: [Initial Assessment and Placement Webpage](http://www.roanestate.edu/?8039-Initial-Assessment-and-Placement) (<http://www.roanestate.edu/?8039-Initial-Assessment-and-Placement>). A student is initially assessed and placed at RSCC using the following (the chart shows the minimum requirements for entry into college level courses or where a student would be placed into Learning Support based co-requisite course):

Reading Learning Support Placement Chart

ACT Reading	Next Generation ACCUPLACER Reading	Classic ACCUPLACER** Reading	COMPASS* Reading	Placement
1 - 18	200 - 249	20 - 84	1 - 82	READ 0562/HUM 262E or READ 0562/PSYC 1030E or READ 0562/MUS 1030E
19 or higher	250 or higher	85 or higher	83 or higher	College Level Courses

Writing Learning Support Placement Chart

ACT English	Next Generation ACCUPLACER English	Classic ACCUPLACER** English	COMPASS* English	Placement
1 - 17	200 - 249	20 - 91	1 - 76	ENGL 0510/ENGL 1010E
18 or higher	250 or higher	92 or higher	77 or higher	College Level Courses

Math Learning Support Placement Chart

For a more detailed college-level math placement chart, visit the [Math Department webpage](#).

ACT Math	Next Generation ACCUPLACER Math	Classic ACCUPLACER** Math	COMPASS* Math	Placement
1 - 18	200 - 249	20 - 91	1 - 37	MATH 0530/MATH 1530E or MATH 0900/MATH 1000E
19 - 20	250 or higher	92 - 109	38 - 44	MATH 1000, MATH 1010, MATH 1410, or MATH 1530
21 - 22	N/A***	110 or higher	45 - 54	MATH 1130 or any course from the previous tier
23 or higher	N/A	N/A	55 or higher	MATH 1630 or MATH 1730

All Tennessee Board of Regents colleges require that all first-time degree-seeking students undergo assessment using the ACT (students under 21) or Next Generation ACCUPLACER (for students 21 and older). Transfer students who have not successfully completed college-level mathematics, reading, and writing courses must also undergo assessment. Further information regarding basic skills assessment can be obtained by contacting the Testing Center on the Roane County or Oak Ridge campuses.

Restricted Enrollment: Students whose assessment results require enrollment in Learning Support courses may not enroll in certain college-level courses until they have satisfactorily completed Learning Support. Exceptions to this policy require the approval of the Dean of the college-level course. Please refer to the Learning Support webpage for specifics regarding course selection.

The list of courses that may be taken with reading learning support is updated frequently. Please check the [Learning Support Webpage](#) for the most up to date information. (<https://www.roanestate.edu/?11591-Courses-That-May-Be-Taken-with-a-Reading-Learning-Support-Requirement>)

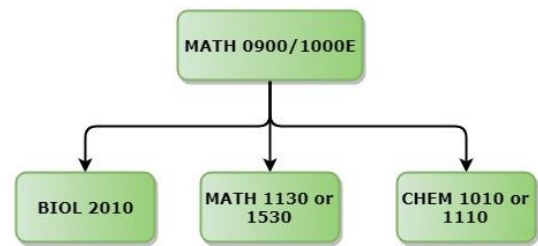
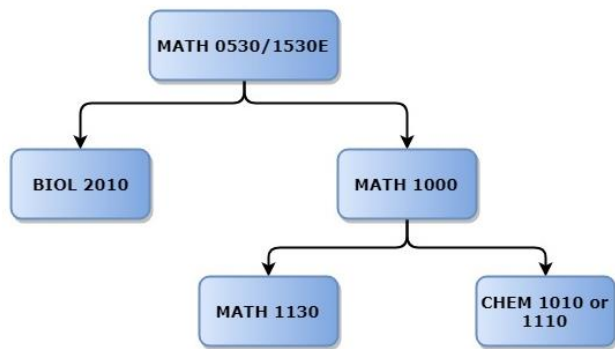
Students whose assessment results require completion of both Reading and Math learning support **CANNOT** register for the MATH 0530/1530E co-requisite courses until they have completed the READ 0562/HUM 262E co-requisite courses.

Mathematics Learning Support (MLS) is designed to help students who scored below 19 on the ACT or below 250 on the Next Generation ACCUPLACER mathematics subsections become better prepared for college level math and science courses. Each co-requisite class pair consists of two three hour classes that must be taken together.

Students testing into math learning support have two co-requisite class options: MATH 0530/1530 and MATH 0900/1000. Students interested in STEM majors and/or majors that require Chemistry or College Algebra should enroll in the MLS co-requisite algebra courses, MATH 0900/1000*. Students in non-STEM majors who do not need Chemistry or College Algebra should enroll in the MLS co-requisite statistics courses, MATH 0530/1530**.

Students who wish to attempt testing out of MLS, may do so via the Next Generation ACCUPLACER exams. The Next Generation ACCUPLACER is offered before the start of each semester through the Testing Centers. Students may attempt the Next Generation ACCUPLACER for a particular learning support subject only once per semester.

Students may consult the flowcharts below to assist in determining which MLS route would be best for their major.



*The corequisite algebra option, MATH 0900/1000 will not satisfy a gen ed math requirement, so students should only choose this path if Chemistry and/or College Algebra are necessary for their major.

**Any math courses other than MATH 0530 and MATH 1530E may be taken concurrently with READ 0562 Reading Learning Support. Please discuss the appropriate math course for your program of study with your success coach or advisor.

Contact: [Mike Hill](mailto:hillm@roanestate.edu) • (865) 882-4654 • hillm@roanestate.edu

Please remind students to consult the [RSCC Catalog](http://www.roanestate.edu/catalog/?id=378) for course pre-requisites when planning academic progression from semester to semester.
(<http://www.roanestate.edu/catalog/?id=378>)

Financial Aid

Contact: 865-882-4545

Program of Study

Federal Regulations require students to be “degree” or “eligible certificate” seeking to receive financial aid, but the courses taken must also be required for the program. Essentially, only the coursework that counts towards completion of a student’s degree/certificate will be used in determining the hours of enrollment for federal aid purposes.

- To see if the student’s classes are eligible, check the Degree Works audit. Students should refer to Degree Works often to be familiar with degree/certificate requirements. Students may use the “What If” feature to check on requirements for other degrees or certificates.
- Electives may be eligible, provided they are specified for the program and are still needed. Learning support courses, as required, may be permitted up to the maximum 30 credit hour limit.
- If the prerequisite is required course for your program, the course may be eligible. If a student receives a Program of Study alert for a course that is a pre-requisite for a required program course, the advisor may need to alert a One Stop specialist to the appropriateness of that course.
- Taking courses that are not required may not count toward a student’s financial aid enrollment status.

- If a student wants to make scheduling changes, the student should contact his/her success coach or a One Stop specialist prior to making changes. Changes may affect the amount awarded or disbursed, and may result in a student owing a balance.

Course Load Advisement

For financial aid purposes 12 hours is full-time, however, there are several factors to be considered when advising students on course loads each semester:

- Scholarships for Academic Services may require the student to take 12 hours and some may exclude learning support courses.
- Lottery is lost if a full time student drops below 12 hours (**never drop/withdraw without checking with assigned success coach or One Stop specialist**).
- PELL grants are pro-rated so money could be lost if a student drops courses.
- A 12 hour load for 4 semesters will produce only 48 of the 63 hours required by most programs, meaning the student will not complete a degree in two years if he/she only takes 12 hours per semester.
- TN Promise requires students to be full-time each semester, unless there are special circumstances (the student should contact the One Stop or assigned success coach to discuss alternate options).
- TN ReConnect requires students to be in a minimum of 6 hours each semester.
- It is recommended that traditional students consider taking 15 to 18 hours per semester, especially if they are receiving certain types of financial aid, in order to complete the program of study in a four semester time frame.
- Students should work with assigned success coach or One Stop for all aid-related issues.

Satisfactory Academic Progress (SAP)

According to Federal Regulations to maintain Satisfactory Academic Progress, a student must maintain the following:

- GPA: Must have a cumulative Roane State Community College GPA of 2.0;
- PACE: Must have earned 67% of all attempted hours that apply to your program of study (including Learning Support). Only grades of A, B, C, D are counted as “earned hours”. Grades of W, I, FA, and AU are counted as “attempted hours”.
- Cannot exceed 90 attempted college credit hours if working towards an associate degree or 150% of attempted hours required to complete your certificate program. Once a degree or certificate is earned or the financial aid office becomes aware that a student has completed all the requirements for their declared program of study, their eligibility stops.

* Includes all hours from Roane State or any other college/university attended that apply to a student's program of study even if the student did not receive financial aid for those courses.

**If a student is on an approved appeal for MAXHOURS, Financial Aid will not pay for repeated courses.

*** If it is determined that it is mathematically impossible for a student to regain good standing (2.0 GPA and passing 67% of all attempted hours that apply to your program of study) upon graduation, the SAP appeal will be denied.

Any student that does not meet the above criteria at the end of each spring semester has failed to meet SAP. Students will be notified through an alert in the student portal, RaiderNet. No federal or state awards (including student loans) may be received during this time. At any time it is determined that a student cannot complete their program within maximum timeframe, the student will be set to MAXHRS.

Advising Students Placed on SAP

- Have the student log into his/her RaiderNet.
- Have the student access his/her DegreeWorks Evaluation (in *Your Records* from the student account)
 - Is the student's major correct?
 - If yes...proceed
 - If no...process a *What If* for the desired major and complete a change of major form (students should check with the One Stop to see how a change of major may impact the status of their SAP prior to submitting the forms)
 - Process and print the DW audit
 - Show the student "Still Needed" courses
 - Tell the student to register for courses that are required
- If a student wants to take a course that is not in his/her program of study, it may be an out of pocket expense for the student (not eligible for financial aid)
- Have the student check with the One Stop to clarify issues concerning financial aid and SAP.

Financial Aid Office Responsibilities

- Process and validate all financial aid applications.
- Administer all types of financial aid: grants, scholarships, loans, federal work study, etc.
- Advise students of financial aid implications if certain actions are taken (drops, withdrawals, incompletes, repeating classes, changes in employment, marital status etc.)

Student Responsibilities

- Submit the Free Application for Federal Student Aid (FAFSA) to Roane State
- Submit verifying documents as requested by the financial aid office
- Be enrolled for admission or currently attending and enrolled in an approved degree or certificate program
- Meet Roane State's [satisfactory progress standards](http://www.roanestate.edu/?6662-Satisfactory-Academic-Progress-SAP) (<http://www.roanestate.edu/?6662-Satisfactory-Academic-Progress-SAP>)

****PRIORITY DEADLINES MUST BE MET TO ENSURE AWARDS ARE MADE TO STUDENTS AT THE BEGINNING OF EACH TERM!**

Transfer Credit Process

Contact: Records/Registration Office, Roane County
admissions@roanestate.edu

College transcripts are evaluated on all students transferring to Roane State, once the student has applied and been accepted for admission to the college. College transcripts may not be required for non-degree seeking students (special students for credit), unless they wish to enroll in a course that requires a specific pre-requisite. For additional information, contact the Records/Registration Office.

Advisors should encourage students who are transferring to RSCC to obtain a personal copy of their college transcripts for advisement purposes. Ideally, an advisor should wait to advise once the transfer credit is posted to the RSCC transcript, however, an unofficial copy may be used to do preliminary advising.

Advisors can view transfer credit through the Degree Evaluation in RaiderNet or the student's RSCC transcript; once it has been evaluated. Transfer grades are denoted with a "T" before the letter grade on transfer work. Transfer credit is not part of the RSCC Graduation GPA.

In some instances the Records/Registration office does not have sufficient information to determine if a course is equivalent to a Roane State course. The course will appear on the transcript as ELC 9999, or ENGL 9999 – followed by the actual course title from the transfer college. **If the advisor or program director feels that the course should be equated to a Roane State course, they can complete the [Petition for Course Equivalency form](http://www.roanestate.edu/webfolders/HUNSAKERJL/Petition%20for%20course%20equivalent%20form.pdf)** (<http://www.roanestate.edu/webfolders/HUNSAKERJL/Petition%20for%20course%20equivalent%20form.pdf>) and require the student to submit adequate documentation (course description or course syllabus) for the course to be reviewed. Once approved by the Dean for the course, the Records/Registration Office will equate the course to the recommended RSCC course number. The course number will then become the recommended RSCC course number on the student's transcript - permanently. Reviews of this nature should occur early in a student's academic career. Utilizing this procedure prevents unnecessary course substitutions in the future.

COLS Proficiency Credit (COLS 1010)

Faculty advisors may have continuing students/advisees that may not need the [COLS 1010](http://www.roanestate.edu/catalog/?id=590) (<http://www.roanestate.edu/catalog/?id=590>) course requirement due to previous academic performance or due to a change of major/catalog term. To request proficiency credit for the student, send an email to the Interim Dean for Student Academic Services and include the student's R# and name.

If the proficiency credit is approved by the Interim Dean for Student Academic Services, the Graduate Specialist reviews the list periodically, and the approved students will be awarded 3 hours of proficiency credit for the course. Requests must come from the faculty advisor and not the student. Once the credit is posted to the student transcript by the Graduation Specialist, both the student and faculty advisor will be notified via email.

Quarter to Semester Conversion

Classes taken in the state of Tennessee prior to Fall 1988 will be reflected in quarter hours. Other states and local colleges may continue to award quarter hours e.g. Georgia. Key things to remember when advising students who have quarter hours:

- DegreeWorks may or may not accept all quarter hour courses because of the specification of credit hours in an area.
- Remember the 2/3 rule! If a class in the quarter system is three (3) quarter hours, it will convert over as a 2.66 semester hour course. In many cases, this will fulfill a course requirement; however, the student must have an additional elective hour to fulfill the total semester hour requirement of the degree plan he/she is pursuing.
- Students in a university transfer program should consult with their senior institutions to determine those classes that will transfer and how many credit hours will be awarded. Senior institutions are not required to honor RSCC quarter hour conversions.

Common conversions that you may see with transfer/re-admit students:

<u>Quarter Hours</u>	<u>Equal to Semester hours</u>
ENG 1010, 1020	ENGL 1010
ENG 1010, 1020, 1030	ENGL 1010, 1020
MAT 1110	MATH 1130 (only for an AAS program)
SPE 2410	COMM 2025

Prior Learning Credit

Contact: Dr. Cody Miller, Interim Dean of Student Academic Services, Student Academic Support Services

Millersc2@roanestate.edu

A currently enrolled student at Roane State may petition for college-level credit for learning acquired through documented work or life experience in the field in which a degree is being pursued via an experiential learning portfolio.

In accordance with SACSCOC 3.4.4 and 3.4.8, experiential learning credit may be obtained as college course credit as it relates to a course in the current Roane State course inventory. This credit cannot exceed a total of 30 hours. ***Students interested in seeking prior learning credit should first contact the Dean of Student Academic Services for guidance on the process.***

Credit awarded will depend on the assurance that the course work and learning outcomes are at the collegiate level and comparable to the college credit course. When the evaluation is complete and the appropriate signatures are in place, the form will be sent to the Admissions and Records Office for the recording of credit. A special fee for experiential learning credit is assessed. Experiential learning or proficiency credit will not apply toward meeting residency requirements for graduation.

New Advisee Checklist

Review DegreeWorks prior to meeting with the student (assuming the student has scheduled an appointment with you and is not a drop-in).

- When you meet the student for the first time, ask the student what his/her goal is while attending Roane State (you will want to verify the student has the correct major):
 - Are you pursuing a degree to help you transfer to a university? (AS, AA, AST, AFA)
 - Are you pursuing a degree to help you get a job immediately after you graduate from Roane State? (AAS)
 - Are you pursuing a health science or nursing degree/certificate at Roane State?
- If the student is undecided with his/her major, encourage the student to schedule an appointment with the Counseling, Career and Disability Services office so that the student has an opportunity to work with a trained career counselor. It is best for a student to make a decision within the first year of attendance in order to avoid taking unnecessary courses. Success Coaches do career counseling during their time with students. The [Career Decision Making Webpage](http://www.roanestate.edu/?5491-Career-Decision-Making) provides useful information to assist if the student is still unsure. (<http://www.roanestate.edu/?5491-Career-Decision-Making>)
- Be sure the student knows HOW to register for classes through RaiderNet on the RSCC web site. Refer the student to the ARC webpage for [Advising Videos](#) that provide a refresher on using the scheduler/catalog/online registration. (<http://www.roanestate.edu/?10193-Advising-Videos>)
- Exchange contact information with the student, and specify how you prefer to be contacted (email, phone, drop-in during office hours, etc.).
- Make a note in DegreeWorks to briefly document your meeting, classes the student plans to take, referrals that you made*, anything particular to the student (i.e. does the student need full-time or part-time hours, do they need classes at a particular campus or all online, is the student planning to apply elsewhere for a 4 year degree (if so where), any other pertinent information that is not subjective) and next steps the student may need to take and to provide the PIN number for the student's upcoming registration period (please remember this changes with each registration cycle).

*Please do not list referrals to counseling or disability services as this referral may contain information that is a part of the student's HIPAA protected information and include personal identification information. When in doubt always refer that you referred to services and do not specify which service that you referred to. Please note that One Stop is not included in this HIPAA protected service provider.

Returning Advisee Checklist

- Preparation: Before advising a student, review the following information:
 - Degree Evaluation
 - Prior meeting notes
- Conference Checklist:
 - Status Report – How are classes going? Any areas of difficulty? Balancing of student time commitments, career goals
 - Review Educational Plans
 - Course progress and grades
 - Outside activities pertaining to profession (has the student participated in any job shadowing or community service activities related to the career he/she is pursuing)
 - Review progress towards degree requirements if in the University Transfer Program
 - Ask if the student has decided where to transfer and if he/she has officially visited this university (or made contact with admissions or advising at the university)
 - Prepare for Graduation
- Scheduling:
 - Identify courses to be completed (utilize DegreeWorks and college catalog)
 - Be sure student knows how to see the schedule of classes and knows how to register through RaiderNet. See the [ARC Webpage](http://www.roanestate.edu/?10193-Advising-Videos) for tutorials (<http://www.roanestate.edu/?10193-Advising-Videos>)
 - Student should register on his/her own each semester – advisor provides guidance for course selection and sequencing
- Financial Aid
 - The OneStop at the Main Campus and Oak Ridge as well as the Site Directors at other locations are available to assist students with questions pertaining to financial aid
 - Remind students to **always check with Financial Aid prior to dropping or adding classes** in order to remain in good standing/eligibility

Using RaiderNet for Student Advising

From the [Roane State Website \(www.roanestate.edu\)](http://www.roanestate.edu)

- Click on RaiderNet
- Log in using your username and password and then go to Banner SSB
- Choose *Faculty and Advisors*
- Choose *Advisor Menu: Student Information*
- Choose *Select Student*
- Once you have selected the term, you are able to select your student by searching by R# or name
- At this point you are able to review the *Academic Transcript, Test Scores, DegreeWorks*, etc.

Advisor Menu: Student Information

- Advisee Listing – Faculty can pull up list of advisees and find applicable links for each of the students without going to the main menu and searching for a student. Also the location where the advisor can send an e-mail to all advisees.
 - **Registration PIN's are available in your advisee list.** Remember to verify the term so you access the correct PIN for your students.
- Select Student – How to find a particular student in the system. An advisor can use the first block (if the student's R# is known) or the name search. Using the % sign when exact spelling is not known can be helpful in the search. Be sure to use the drop-down box to select the correct student.
- Student Information – General information on the student. Major, advisor name is in this location.
- Academic Transcript – Includes RSCC and transfer credit if applicable. Transfer credit grades have a "T" prior to the letter grade.

Using Degree Works

- What will my audit show me?
 - The degree progress bar (%) doesn't seem to match up with what is remaining?
 - The items used to calculate progress towards graduation includes more than just courses. The program is checking that all specific graduation criteria like minimum GPA, residency, exit exams, etc.
- How do I know what classes I need to take?
 - Your audit will outline the courses still needed to meet degree/major, and/or concentration requirements within each specific block. Use this information to discuss the plan when meeting with students.
- Can I view course information in DegreeWorks?
 - Yes. By clicking on a course in your audit you can view the course descriptions including any pre-requisites. Course schedule information may be viewed from the Roane State website.
- What is Catalog Term?
 - That is the semester the student entered Roane State or changed to the current major. It is the term/catalog that will be used to evaluate the record for graduation. For more information, review the degree/certificate requirements from the college catalog.
- I'm seeing some strange looking grades on my audit. What do these mean?
 - See the key at the bottom of your audit. Transfer grades have a "T" prior to the actual grade to denote it as a transfer grade. "IP" means it's a course the student is currently taking or registered to take.
- There is a course in the "Courses not applicable to this program/major" section that I think might satisfy a requirement. How do I get that changed?
 - The student will need to contact his/her assigned faculty advisor to see if the opportunity for a course substitution or a course equivalency for external courses might be appropriate.
 - If the issue is not a course substitution and Degree Works may be incorrect, please contact ARC at 865-882-4597.

Advising University Transfer Majors

Contact: Advising Resource Center (ARC)

865-882-4597

Transfer policies vary from institution to institution, so it is important that the student thoroughly investigate the policies of their receiving institution. It is the student's responsibility to make contact, visit and understand university transfer policies. You may guide and assist in the initial contact, but the ultimate responsibility for understanding transfer is between the student and the accepting university/college.

Questions regarding the transfer of "D" grades, GPA requirements, how long a student has to complete specific programs, are all examples of questions that would be addressed by the receiving institution.

Other advising tips for University Transfer Majors include:

- Course substitutions are **not allowed** for General Education requirements, Tennessee Transfer Pathways (TTP's) or articulation agreements. Senior institutions are not required to honor RSCC course substitutions.
- Course equivalency tables are available on the ARC website to assist students in transfer credit questions. The [ARC Webpage](http://www.roanestate.edu/?24-Articulation-Agreements-and-Transfer-Equivalency-Tables) has transfer credit information to assist you (<http://www.roanestate.edu/?24-Articulation-Agreements-and-Transfer-Equivalency-Tables>). It is ultimately the responsibility of the student to make contact with the university to verify how courses taken at other institutions will apply toward a given major at the transfer university.
- General Education Electives for Humanities, Social Science, etc. are to be followed exactly from the [Roane State Catalog](http://www.roanestate.edu/catalog/?id=151) (<http://www.roanestate.edu/catalog/?id=151>)

Other Resources/Links:

- [Career Decision Making](https://www.roanestate.edu/?5491-Career-Decision-Making) (<https://www.roanestate.edu/?5491-Career-Decision-Making>)
- [Career Planning](https://www.collegefortn.org/career-finder/) (<https://www.collegefortn.org/career-finder/>)
- [Global Community for Academic Advising](http://www.nacada.ksu.edu) NACADA (<http://www.nacada.ksu.edu>)
- [Tips for Advising Transfer Students](http://www.roanestate.edu/?8007-Keys-for-Successful-Transfer) (<http://www.roanestate.edu/?8007-Keys-for-Successful-Transfer>)
- [Records and Registration Forms](http://www.roanestate.edu/?5366-Records-and-Registration-Forms) (<http://www.roanestate.edu/?5366-Records-and-Registration-Forms>)
- [Graduation](http://www.roanestate.edu/?5464-Graduation) (<http://www.roanestate.edu/?5464-Graduation>)

Graduation Procedures

Contact: Graduation Analyst

(865)882-4545 graduation@roanestate.edu

Graduation procedures are listed on the [Graduation webpage](http://www.roanestate.edu/?5464-Graduation)

(<http://www.roanestate.edu/?5464-Graduation>)

Student's Role:

- Meet with advisor at least once per semester to maintain contact and stay on track for timely completion of degree/certificate
- Apply to Graduate (online in student's RaiderNet from "Your Records/Graduation/Apply to Graduate")
- Complete and submit then follow-up with assigned advisor
- Complete the Graduation Exit Exam, the [ETS Proficiency Profile](http://www.roanestate.edu/?5452-Graduation-Exit-Exams), the last semester of your enrollment (<http://www.roanestate.edu/?5452-Graduation-Exit-Exams>)
- Complete any major specific requirements for graduation (i.e. Submission of dispositions and completion of the PRAXIS exam for the AST degree, completion of the Business Graduate Exam, Criminal Justice Exam, or etc.)

Advisor's Role:

- Advisor receives email that student has applied to graduate
- Advisor runs DegreeWorks for the student's major and reviews for completion
- The advisor should review the evaluation and work through any issues with the student
- The advisor **must reply to the email from the graduation analyst** that he/she approves or denies the student's application for graduation (Students applications will not be processed for graduation without the advisor's reply email.)

Course Substitutions for Graduation

Graduation Analyst – 865-882-4528

Course substitutions require the approval of the student's faculty advisor and the appropriate academic deans. **A form is available from the Records office and should be signed prior to registering for the course in question.** Students in a university transfer program should consult with their senior institution prior to submitting a substitution. Senior institutions may or may not honor RSCC substitutions. Substitutions ARE NOT approved for those following TN Transfer Pathways.

Course substitutions will not show on a student's transcript. **They are intended to only be applicable for a particular major.** If the substitution is approved, it will show only on the student degree evaluation for that major. If the student changes his/her major; the course substitution is null and void.

Course substitutions should be done prior to a student taking a course, if possible. In order for a registered course to count in financial aid program of study, the substitution must be completed prior to the start of a term.

Where to go for help at Roane State Community College

Student Enrollment and Recruiting

- Roane County (866) 354-3000 x2360
 - application for college admission
 - entrance advising
 - international student admissions
 - campus tours

One Stop (for students who are not assigned to a success coach)

- Roane County (865) 882-4545
- Oak Ridge (865) 882-4545
- Walk-in, call-in, and e-connect is also available on the website using the on-line chat by searching “Contact Roane State” on the college website
 - One Stop also assists with:
 - Receipt of college and high school transcripts
 - Official evaluation of college transfer credit (into Roane State)
 - Admissions application status
 - ACT/SAT test scores
 - Official copies of Roane State Community College transcripts
 - Graduation analyst
 - Verification of enrollment
 - In-state residency classification
 - Immunization records
 - Questions about financial aid and financial assistance
 - Financial aid file status
 - Assistance with FAFSA filing and questions
 - Lottery scholarship related questions
 - Student loan information
 - Financial aid appeal process
 - Federal Work Study programs

Learning Centers

- Tutoring and academic assistance for students
 - Roane County (865) 354-3000 x4677
 - Oak Ridge (865) 354-3000 x2026
 - Cumberland County (Room 159) (865)-354-3000 x4137
 - Scott County (Library) (423)-663-3878 x4694
 - Students who attend site campus locations should contact the Roane County Learning Center to find out what type of tutoring is available at site locations.

Advising Resource Center

- Roane County (865) 882-4597
- Oak Ridge (865) 354-3000 x2310 or (865) 882-4597
 - Faculty and staff training and advising assistance
 - Articulation agreements and understanding Tennessee Transfer Pathways
 - Transfer partners information
 - Course equivalency tables for credits transferring out of Roane State
 - Faculty advisor assignments
 - Degree Works assistance

Dual Studies

- Roane County (865) 882-4504
 - Classes for high school students for college credit

Bookstore

- Roane County (865) 882-4575
- Oak Ridge (865) 481-2006
 - Purchasing of textbooks, either in person or online through the bookstore's website
 - School supplies
 - Roane State clothing and apparel

Counseling Services

- www.roanestate.edu/counseling
- Roane County: Laura Branson, (865) 354-3000 x4291
- Oak Ridge: Jeff Snell, (865) 354-3000 x2274
- Oak Ridge: Elizabeth Boyd (865) 354-3000 x3547
 - Short-term personal counseling for students
 - Career exploration assessments and counseling
 - Test anxiety resources and assistance
 - Referrals to campus and community resources
 - [Referral Form](#) available for faculty and staff use for students that need assistance

Disability Services

- www.roanestate.edu/disabilityservices
- Roane County: Sonya Storey, (865) 354-3000 x4365
- Students inquiring about accommodations should be directed to complete the Accommodation Request Form found on the website above

Dean of Students and Student Services

- <https://www.roanestate.edu/?6867-Dean-of-Students>
- Roane County: 865-882-4540 or x4540
- Oak Ridge: 865-882-4540 or x4540
- steffensenl@roanestate.edu
 - Deputy Title IX Coordinator
 - Student Basic Needs Insecurities
 - Student conduct and due process
 - Behavioral Intervention Team
 - Complaints
 - Student Handbook

CTAT/Distance Education

- Questions about Momentum/D2L technical support (865) 882-4556
- Questions about TN eCampus (865) 882-4602
 - Faculty and student assistance with Momentum
 - Questions about web (W), hybrid (H), and interactive (T) courses taught by Roane State
 - Information on TN eCampus courses

Placement Office

- Roane County (865) 481-2031
 - Job search strategies (including resumes and letter-writing)
 - Job referrals and employment opportunities
 - Job fairs
 - Cooperative education and internship opportunities

Student Engagement Office

- Roane County (865) 882-4570
 - Student activities for all campus locations
 - New student orientation
 - Student clubs and organizations
 - Academic Awards
 - Student Government Association

Testing Center

- Roane County (865) 882-4661 or (865) 354-3000 x4704 or x4819
- Oak Ridge (865) 481-2000 x2251 or x4804 or (865) 882-4678
- Contact satellite campus offices for information about testing at site locations
 - ACT and Placement testing
 - Diagnostic (challenge) exams

- Graduation exit exams
- Specialized testing for health sciences and nursing programs—please see the testing center website for specific test information
- Roane State web course and TN eCampus course testing

Satellite Campus

- Professionals assist students with admissions and financial aid information. If you primarily attend a satellite campus location, please make an appointment with the Site Director for assistance.
 - Campbell County (423) 562-7021
 - Cumberland County (931) 456-9880
 - Fentress County (931) 752-8320
 - Knox County (865) 539-6904
 - Loudon County (865) 986-1525
 - Morgan County (423) 346-8700
 - Scott County (423) 663-3878 x4694

Academic Departments

Available to assist you with specific questions regarding courses and majors.

- **Health Sciences**

- Roane County (865) 354-3000 x4809
 - Associate of Applied Science degrees and certificate programs designed for employment. Programs are competitive and students should review the catalog and specific program webpage regarding admission information.
 - Dental Hygiene A.A.S.
 - Emergency Medical Technician certificate
 - Health Information Management A.A.S.
 - Health Science A.A.S.
 - Massage Therapy certificate
 - Medical Coding certificate
 - Medical Informatics A.A.S.
 - Nursing (RN) A.A.S.
 - Occupational Therapy Assistant A.A.S.
 - Paramedic certificate
 - Pharmacy Technician certificate
 - Physical Therapist Assistant A.A.S.
 - Polysomnography certificate
 - Radiologic Technology A.A.S.
 - Respiratory Care A.A.S.
 - Surgical Technology A.A.S.
 - Vision Care Technology (Opticianry) A.A.S.

- **Humanities**

- Roane County (865) 882-4580 or (865) 354-3000 x4709
 - Programs designed for transfer including art, computer art and design, English, foreign language, mass communication, music, and theatre.
 - Learning support course information

- **Mathematics and Sciences**

- Roane County (865) 354-3000 x4233 or (865) 354-3000 x4758
 - Programs designed for transfer including agriculture, biology, chemistry, computer science, forestry, information systems, kinesiology, mathematics, physical science, physics, pre-engineering, pre-health professions, pre-nursing (for those moving toward BSN), and wildlife and fisheries
 - Associate of Applied Science degrees (and some certificate programs) in chemical engineering technology, computer information technology, general technology, mechatronics technology

- **Social Science, Business, Education**
 - Roane County: (865) 354-3000 x4273 or (865) 354-3000, x4228
 - Associate of Applied Science degrees (and some certificate programs) in business, contemporary management, criminal justice, early childhood education, environmental health technology, financial services, geographic information systems, and paralegal
 - Programs designed for transfer including accounting, business, criminal justice, early childhood education, economics, education, exercise science, history, political science, pre-law, psychology, social work, sociology