Roane State COMMUNITY COLLEGE

2025 – 2026 Faculty Advisor Manual

Prepared by:

arc
advising resource center

865-882-4597
Harriman Campus (Main Campus): Library L-206
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)

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, Dean, Student Academic Services, Roane County

April Gonzalez, Director, Advising and Articulation Agreements, ORBC

Sonja Higgenbotham, Advising Resource Center Coordinator, Roane County

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 email 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 (non-certificate student process):

- 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 assigned to faculty program directors (appropriate to their plan of study) for program information, onboarding and completion of application materials, class selection and registration. Certificate seeking students work with One Stop for financial aid and records questions.

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)](chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://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.
- 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 completes 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), 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 contact there and obtain specific program information. Visit "[Roane State's College and University Partners" webpage](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 page 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:

- From the Banner Tab in RaiderNet, select Banner SSB, Faculty and Advisors, Advisor Menu: Student Information under View Test Scores, or
- In the Student account under Your Records/View Test Scores

For the most up-do-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). 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 a Learning Support based co-requisite course). Please note that incoming students with a HS GPA of 3.6 or above are exempt from all Learning Support requirements. This exemption is valid only within five years of HS graduation.Students who have completed SAILS math in high school within the past five years will have LS math requirements waived, but this does not affect college level math placement.

Reading Learning Support Placement Chart

ACT Reading Score	Next-Generation ACCUPLACER Reading Score	Learning Support Placement
1-18	200-249	READ 0562/HUM 1010E or READ 0562/PSYC 1030E Or READ 0562/MUS 1030E
19 or higher	250 or higher	College Level Classes

Writing Learning Support Placement Chart

ACT English Score	Next-Generation ACCUPLACER English Score	Learning Support Placement
1-17	200-249	ENGL 0510/ENGL 1010E
18 or higher	250 or higher	College Level Classes

Math Learning Support Placement Chart

ACT Math Score	Next-Generation ACCUPLACER Math Score	Learning Support Placement
1-18	200-249	Math 0530/Math 1530E or Math 0010/Math 1010E or Math 0130/Math 1130E**
19-20	250 or higher	Math 1010, Math 1410 and Math 1530 or Math 0130/Math 1130E**
21-22	263 or higher*	Math 1130 or any course from the previous tier
23-higher	N/A	Math 1630 or Math 1730

* A score above 250 on the Next Generation ACCUPLACER only provides placement into MATH 0130/MATH 1130E or any of the courses listed in the second tier of the math placement table. Students who wish to attempt testing out of MATH 0130 should contact the math department to check on the availability of a challenge exam.

**Students cannot place directly into MATH 1130 without a Next-Generation ACCUPLACER score of at least 263 or a Math ACT score of at least 21. Any student with an ACCUPLACER or ACT below these scores must take MATH 0130 with MATH 1130.

Students whose assessment results require completion of Reading or Writing learning support cannot register for ENGL 1010, **including the ENGL 0510/1010E co-requisite,** until they have completed the READ 0562/HUM 1010E co-requisite courses.

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](https://www.roanestate.edu/?11591-Courses-That-May-Be-Taken-with-a-Reading-Learning-Support-Requirement) for the most up to date information. (https://www.roanestate.edu/?11591-Courses-That-May-Be-Taken-with-a-Reading-Learning-Support-Requirement)

Mathematics Learning Support (MLS): Roane State offers a corequisite learning support model that allows students who do not place into college-level mathematics to complete their degrees without having to spend any extra time on preparatory courses. There are three math pathways available which are tailored to the student's major or career goals.

Students testing into math learning support have three co-requisite class options: MATH 0010/1010E, MATH 0530/1530E and MATH 0130/1130E. Students can review the charts below to assist in assessing the mathematics learning support options available. Students should review and discuss these mathematics learning support options as well as academic maps with their success coach to determine which route is best.

MATH 1010 Placement

Does the student have?	Answer=Yes or No	MATH 1010 Placement Based upon response in column 2
MATH ACT Minimum Score: 19 or 3.6+ GPA on a 4.0 scale for incoming students. Valid only for five years from HS graduation. or Next Generation ACCUPLACER QRAS Minimum of 250		If response=No, then student needs MATH 0010 and MATH 1010E If response=Yes, then student needs MATH 1010

MATH 1530 Placement

Does the student have?	Answer=Yes or No	MATH 1530 Placement Based upon response in column 2
MATH ACT Minimum Score: 18 or 3.6+ GPA on a 4.0 scale for incoming students-Valid only for five years from HS graduation or Next Generation ACCUPLACER QRAS Minimum of 250		If response=No, then student needs MATH 0530 and MATH 1530E If response=Yes, then student needs MATH 1530

MATH 1130 Placement

Does the student have?	Answer=Yes or No	MATH 1130 Placement Based upon response in column 2
Prior college level general education Math course or MATH ACT Minimum Score: 21 or 3.6+ GPA on a 4.0 scale for incoming students. -Valid only for five years from HS graduation. or Next Generation ACCUPLACER QRAS minimum of 263		If response=No, then student needs MATH 0130 and MATH 1130E If response=Yes, then student needs MATH 1130

Can a student test out of learning support?

Taking the Next Generation ACCUPLACER for math, reading, or writing learning support will allow students the opportunity to test out of all or part of the learning support classes. Students who wish to take the Next Generation ACCUPLACER must do so prior to taking the learning support class.

ACCUPLACER tests are not available to student who have unsuccessfully attempted ENGL 0510, MATH 0530, MATH 0010, MATH 0130, or READ 0562 or students registered in a TN eCampus course. The test is designed to assess as student's abilities in the material that is covered within each course. No course credit will be given for testing out of any portion of learning support.

Learning support diagnostic exams are available only through the Testing Centers. For more information, please see the Testing Center ACCUPLACER Schedules.

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

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

One Stop
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:
- 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 based on enrollment intensity (instead of pro-rated) so money could be lost if a student drops courses, depending on the timing of the drop.
- 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 150% of attempted hours required to complete your degree/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 awards (including student loans) or some state 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 (any change of major form submitted after census is processed for the following semester)
        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)

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

Transfer Credit Process

Contact: Admissions, Records & Registration, Roane County
onestop@roanestate.edu

College transcripts are evaluated on all students transferring to Roane State, once the student has applied 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 One Stop at onestop@roanestate.edu or by phone at 865-882-4545.

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 Admissions, 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 student feels that the course should be equated to a Roane State course, they can complete the RSCC Course Equivalency Form available through the Admissions, Records & Graduation Office website at https://www.roanestate.edu/?5366-Records-and-Registration-Forms, and submit to their success coach or faculty advisor. A competed form is routed by the faculty advisor to the Dean of the Division for which the course is housed in. This form requires 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 Admissions, 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) 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 Dean for Student Academic Services and include the student's R# and name.

If the proficiency credit is approved by the Dean for Student Academic Services, the Admissions, Records & Graduation Office reviews the list daily, 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. The faculty advisor should recommend to the student to check their Degree Works frequently for updates to the COLS 1010 proficiency credit.

Prior Learning Credit

Contact: Dr. Cody Miller, 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, and the credit will not be awarded until the fee has been paid by the student. Experiential learning or proficiency credit will not apply toward meeting residency requirements for graduation.

For more information about Prior Learning Credit, please see https://www.roanestate.edu/?8418-Ways-to-Earn-Credit.

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):
- o Are you pursuing a degree to help you transfer to a university? (AS, AA, AST)
- o Are you pursuing a degree to help you get a job immediately after you graduate from Roane State? (AAS)
- o 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 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 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

- ☐ <u>Preparation:</u> Before advising a student, review the following information:
  - o Degree Evaluation
  - o Prior meeting notes
- ☐ <u>Conference Checklist:</u>
  - o Status Report – How are classes going? Any areas of difficulty? Balancing of student time commitments, career goals
  - o 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
- ☐ <u>Scheduling:</u>
  - o Identify courses to be completed (utilize DegreeWorks and college catalog)
  - o 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)
  - o Student should register on his/her own each semester – advisor provides guidance for course selection and sequencing
- ☐ Financial Aid
  - o 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
  - o Remind students to **always check with One Stop 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) (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
- <u>Advisee Listing</u> – 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 this is 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.
- <u>Select Student</u> – 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.
- <u>Student Information</u> – General information on the student. Major, advisor name is in this location.
- <u>Academic Transcript</u> – 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 are met.
- 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 also 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 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)

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

Graduation Procedures

Contact: Graduation Analyst
(865) 354-3000, ext. 4920/ graduation@roanestate.edu

Graduation procedures are listed on the Graduation webpage (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 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.)
- Approval is in good faith that the student will successfully complete all required coursework and will fulfill non-degree requirements (i.e. Praxis exam, Business Graduate Exam, etc). The degree will not be awarded if the student does not complete all requirements.

Course Substitutions for Graduation

Graduation Analyst – 865-354-3000, ext.4920 or graduation@roanestate.edu

Course substitutions require the approval of the student's faculty advisor and the appropriate academic deans. The RSCC Course Substitution form, a dynamic form, is available to for the faculty advisor to complete in their RaiderNet account via the Faculty Tab. Ideally this form should be completed prior to the student completing the course. This form goes directly to the Dean for the Department for which the course is housed in and if approved, then is sent to Records & Registration to update the student's Degree Works. If the student is requesting a course equivalency for a course for which they transferred in from a prior institution, they are required to provide further documentation (course description or course syllabus) for the course to be reviewed and the faculty advisor would fill out the Course Equivalency Request form available through the Admissions, Records & Graduation Office website at https://www.roanestate.edu/?5366-Records-and-Registration-Forms. A competed form is routed by the faculty advisor to the Dean of the Division for which the course is housed in**.** 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 the 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 or readmits; the course substitution is null and void.

In order for a registered course to count in the 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, studentenrollment@roanestate.edu
    - 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, (Dunbar RM D-100), (865) 882-4545
- Oak Ridge, (Coffey-McNally Building, RM B-100), (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 questions
        - 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, (Library, 1st Floor), (865) 354-3000 x4677
    - Oak Ridge, (Coffey-McNally Building, RM F-101), (865) 354-3000 x2026
    - Cumberland County (Room 159) (865)-354-3000 x4137
    - Scott County (Library) (423)-663-3878 x4694
    - Campbell County (Room 107), (423) 562-7021
    - 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, (Library, L-206) (865) 882-4597, advising@roanestate.edu
- Oak Ridge, (Coffey-McNally Building, B115-B & A) (865) 354-3000 x2310 or (865) 882-4597, advising@roanestate.edu
    - 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, (Yager, 201), (865) 882-4504, dualstudies@roanestate.edu
    - Classes for high school students for college credit

Bookstore
- Roane County, (Dunbar Building, Student Lounge Area), (865) 882-4575, bookstore@roanestate.edu
- Oak Ridge, (Coffey-McNally Building, RM D-101) (865) 481-2006, orbookstore@roanestate.edu
    - 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, (Dunbar D-100B), (865) 354-3000 x4291, bransonle@roanestate.edu
- Oak Ridge: Jeff Snell, (Coffey-McNally Bldg, RM B-112) (865) 354-3000 x2274, snellja@roanestate.edu
    - 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,(Dunbar D-100), (865) 354-3000 x4365, storeysr@roanestate.edu
- Oak Ridge: Allie Giles, Oak Ridge One Stop Office, (865) 354-3000 ext. 4249, gilesak@roanestate.edu
- Students inquiring about accommodations should be directed to complete the Disability Services 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
- Roane County Campus location, First Floor of Library
- Oak Ridge Campus location, Coffey-McNally Building, RM B-116
- Questions about Momentum/D2L technical support (865) 882-4556, ctatmailbox@roanestate.edu
- Questions about TN eCampus, Matthew Ward, wardmg@roanestate.edu, (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
- Anderson County Campus, ACHEC RM 108, Ms. Sonya Parker, (865) 882-4695, parkers@roanestate.edu
    - Job search strategies (including resumes and letter-writing)
    - Job referrals and employment opportunities
    - Job fairs
    - Cooperative education and internship opportunities
    - Classroom Presentation Request: https://www.roanestate.edu/?12404-Career-Services-Classroom-Presentation-Request

Student Life
- Roane County, Dunbar D008, Ms. Jennifer Fugate, (865) 882-4570, fugatejj@roanestate.edu
    - Student activities for all campus locations
    - New student orientation
    - Student clubs and organizations
    - Academic Awards
    - Student Government Association

Testing Center
- Roane County, Yager Building, Rm Y-203, (865) 882-4661 or (865) 354-3000 x4704 or x4819
- Oak Ridge, Coffey-McNally Building, Rm F-103, (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 (865) 354-3000, X4103
    - 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 Divisions

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

- **Health Sciences**
  - Roane County (865) 354-3000 x4809 or X4708
    - 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 (Adv, etc.) certificates
      - Health Information Management A.A.S.
      - Health Science A.A.S.
      - Massage Therapy certificate
      - Medical Coding certificate
      - Medical Informatics A.A.S.
      - Medical Laboratory Technology, A.A.S.
      - Nursing (RN) A.A.S
      - Occupational Therapy Assistant A.A.S.
      - Paramedic certificate
      - Adv. Pharmacy Technician certificate
      - Physical Therapist Assistant A.A.S.
      - Polysomnography certificate
      - Radiologic Technology A.A.S.
      - Respiratory Care A.A.S.
      - Speech Language Pathology, A.A.S.
      - Speech Language Pathology certificate
      - Surgical Technology A.A.S.
      - Vision Care Technology (Opticianry) A.A.S.
    - Program designed for transfer: AS in Pre-Allied Health Sciences
- **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, theatre and general transfer.
    - Certificate in Sacred Music
    - 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, civil engineering, computer science, forestry, geosciences, information systems, kinesiology, mathematics, mechanical engineering, physical science, physics, pre-engineering, pre-health professions, pre-occupational therapy, pre-physical therapy, 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, environmental health technology, general technology, mechatronics, and nuclear technology

- **Social Science, Business, Education**
  - Roane County: (865) 882-4688 or (865) 354-3000, x4228
    - Associate of Applied Science degrees (and some certificate programs) in accounting, business, management, healthcare management, criminal justice, early childhood education, financial services, financial services, and paralegal
    - Programs designed for transfer including accounting, anthropology, business, criminal justice, early childhood education, economics, education, exercise science, history, political science, pre-law, psychology, social work, sociology