

STAFF WHERE TO GO AND WHAT TO DO GUIDE

Our goal is to serve students at the campus they attend. This guide will tell you who to contact for most student needs.

ADMISSIONS OFFICE

Admissions Information:

A-K Renee McAmis, ext. 1526

L-Z Debbie Finney, ext. 1525

Graduation Questions – Annette Mosley, ext. 1527

Immunization Records – Billie Jo Shipley, ext. 1524

Transcript Request – Billie Jo Shipley, ext. 1524

Transcript College Evaluation – Richelle McKamey, ext. 1528

Veterans Affairs – Carolyn Wells, ext. 1529

Request additional Intent to graduate Forms – ext. 1520

International Students – Shawn Gilbreath, ext. 1597

GED transcripts – Diplomasender.com - Fee \$18

ADULT EDUCATION / ADULT COLLEGE EXPRESS (ACE)

Allison Barton, ext. 7826

ADVISEMENT HELP

Business & Technology – Fred Rascoe, ext. 2123

Education – Sid Hill, ext. 1563

EMT – Drew Hooker, ext. 3042

Humanities – Phyllis Adams, ext. 1817

Languages – Meagan McManus, ext. 1837

Math - Brian Mitchell, ext. 7825

Mechatronics – Fred Rascoe, ext. 2123

Natural Science – David Palmer, ext. 2134

Nursing – Pat Hendrix, ext. 1664

Social Sciences – David Bowlby, ext. 1726

APPEAL

Academic:

The grade assigned by the course instructor is final unless there is evidence that an error has occurred. The student shall assume the burden of proof with respect to the allegation. The student has thirty (30) calendar days from the end of the term during which the grade was earned to initiate the appeal.

Steps for Appeal of a Grade:

1. The student addresses the concern directly with course instructor.
2. In the absence of a successful resolution, the student may submit an appeal to the appropriate Dean within five (5) business days of the attempt to resolve the issue with the instructor. The appeal should include a written statement (using the Grade Appeal Procedure Form) identifying the element(s) of concern; justification for appeal; and attachment of any and/or all supporting rationale.
3. The appropriate Dean will review the appeal, perform whatever investigation is deemed necessary, and notify the student of the decision in writing within ten (10) business days.
4. Should the student after following the above procedure feel that circumstances warrant further appeal, the student may appeal in writing to the Vice President for Academic Affairs within five (5) business days of the Dean's decision. The Vice President for Academic Affairs will review the appeal, conduct any investigation deemed necessary, discuss the issues with the student, and notify the student of the decision in writing within ten (10) business days. The decision of the Vice President for Academic Affairs is final.

Financial Aid:

Refer to the Satisfactory Academic Progress section under Financial Aid in the catalog.

BUSINESS OFFICE

Request parking decals – ext. 1531

Account balance or hold questions – Lisa Kane, ext. 1534

Fee discounts:

McMinnville – Virginia Cunningham, ext. 2111

Smyrna – Estelle Davis, ext. 7802

Fayetteville – Michelle Bisby, ext. 3001

Moore County – Dawn Anderson, ext. 1540

Fee Waivers – send to business office, Attn: Dawn Anderson, ext. 1540

Refund checks – ext. 1531

Payment plan: 1-888-470-6014

**During call center periods, ext. 1535 or 1550

BANNER

BannerHelp@mscc.edu:

- BANNER HR, Finance, Student, Financial Aid, and Advancement functionality
- BANNER security
- Argos, Intellicheck, Formfusion
- Sciquest
- Eprint
- Workflow
- Runner
- Nelnet
- Touchnet
- DegreeWorks
- BDMS
- UC4
- College Scheduler

BOOKSTORE

Fayetteville – uses Moore County bookstore

McMinnville – ext. 2125

Moore – ext. 1571

Smyrna – ext. 7813

CAMPUS ACTIVITIES

Brenda Cannon, ext. 1548

CAMPUS DEAN

Fayetteville – Lisa Smith, ext. 3000

McMinnville – Shane Buchanan, ext. 2138

Moore – Cheryl Norris, ext. 1849

Smyrna – Elizabeth Fitch, ext. 7818

CANCELLED CLASSES

Check schedule; students are emailed when cancelled. SFAREGS shows CC.

CAREER PLANNING

Student Job Postings – ext. 1719

Career Interest/Major Exploration – see Completion Coaches

CITIZENS FOR PROGRESS (MCMINNVILLE CAMPUS ONLY)

Tammy Foust, ext. 2129

Melody Edmonds, ext. 2110

COMPLETION COACHES

Academic Planning, Career/Major Exploration, Resource Connections (Tutoring, Study Groups, Referrals), Student Success Strategies

Josh Caldwell, ext. 3005 Fayetteville

Laura Brown, ext. 2145 McMinnville

Allen Sanders, ext. 2140 McMinnville

Roxanne Evans, ext. 1769 Moore

Kyle Macon, ext. 1623 Moore

Allison Alsup, ext. 7827 Smyrna

Sydney McPhee, ext. 7853 Smyrna

Veronica Mitchell, ext. 7866 Smyrna

COP CLASSES

Students should email Dean for registration.

CHANGE OF GRADE

Instructors change a grade through the MyMotlow account.

COURSE OVERLOAD

Students should complete the form and submit to the appropriate Dean.

COURSE PROGRAM OR CURRICULAR QUESTIONS

Business & Technology – Fred Rascoe, ext. 2123

Education – Sid Hill, ext. 1563

EMT – Drew Hooker, ext. 3042

Humanities – Phyllis Adams, ext. 1817

Languages – Meagan McManus, ext. 1837

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Social Sciences – David Bowlby, ext. 1726

COURSE REPEAT

Students must complete the form to be submitted to the Dean.

D2L

Email D2Lhelp@mscc.edu

DATA NEEDS

Sylvia Collins, ext. 1679

DEANS VS. CURRICULUM CHAIRS

Curricular issues – Curriculum Chairs

Scheduling and staffing - Deans

When in doubt, ask the Dean.

DISABILITIES SERVICES

Belinda Champion, ext. 7857

DUAL SERVICE AGREEMENTS

Camilla Daniel, ext. 1698

EMPLOYMENT ADJUNCT QUESTIONS

Dean or Dean's Administrative Secretary

EMT AND PARAMEDIC PROGRAM

www.mscc.edu/nursing/ems

Drew Hooker, ext. 3042 / (931) 294-4129

Justus Smith, ext. 3019 / (931) 4380-028

FACILITIES WORK REQUESTS

First point of contact – Campus Maintenance

Urgent Facility Problems- Gay Davis, ext. 1575

Low Priority Problems submit problem to

<https://www.myschoolbuilding.com/sso/default.aspx?acctnum=2136066048>

FACILITY AND RESERVATIONS REQUESTS

Michelle Bisby, ext. 3001 Fayetteville

Virginia Cunningham, ext. 2111 McMinnville

Tom Dillingham, ext. 1760 Moore County

Estelle Davis, ext. 7808 Smyrna

FAYETTEVILLE CAMPUS

931-438-0028 or ext. 3001

FINANCIAL AID OFFICE

Front Desk, ext. 1553 Moore

Alexus Harden, ext. 1566 Fayetteville

Tammy Foust, ext. 2129 McMinnville

Andrea Walters, ext. 1560 Moore

Donna Dunaway, ext. 7817 Smyrna

Erica Lee, ext. 7848 Smyrna

Jessica Dodge, ext. 1554 HOPE Scholarships

FLAC ISSUES

Camilla Daniel, ext. 1698

Michele Brown, ext. 1695

GPS

Rhonda Cotham, ext. 1719

HONORS PROGRAM

Scott Cook, ext. 1844

IT HELP

Motlow Technical Help Desk at (931) 393-1510; option #1

Toll free at (800) 654-4877, ext. 1510 helpdesk@mscc.edu

- Motlow computer, laptop, or device
- Telephone
- Printer
- Email
- ITV/Smart Stations
 - o Monica Burgess, McMinnville, ext. 2105
 - o Thomas Brookshire, Smyrna, ext. 7880
 - o Will Nelms, Smyrna, ext. 1588
 - o Mark Landrum, Moore County, ext. 1804
 - o Dakota Cunningham, Moore County, ext. 1595
- Software installation
- MyMotlow PIN reset

LATE REGISTRATION ADDS

Dean of Students, Kirsten Moss, ext.1691 ONLY IF death in family, medical issue, or change in work schedule. This is for the first week of classes only. Cancelled classes and registered on wrong campus should be handled by completion coaches as well as purged students may be able to register again IF they can pay that day.

LIBRARY

Fayetteville – ext. 3012

McMinnville – ext. 2113

Moore – ext. 1670

Smyrna – ext. 7815

LEAVE REPORTING

Donnie Woods, ext. 1611

MARKETING

Terri Bryson

MATH LAB

Brian Mitchell, ext. 7825

McMINNVILLE CAMPUS

931-668-7010 or ext. 2111

MOORE COUNTY CAMPUS

931-393-1500 or ext. 1500

MOTLOW ONLINE

Terry Durham, ext. 7885

NURSING

Information and Admissions Requirements: www.mscc.edu/nursing

Campuses offering Nursing Program – McMinnville, Moore, & Smyrna

Pat Hendrix-Dean of Allied Health and Director of Nursing, ext. 1664

Nancy Irby-Secretary, ext. 1628

HESI Exam – Marie Mosley, ext. 1762

Tuition & Fees for Program – Lisa Kane, ext. 1534

ORDERING OF FACULTY SUPPLIES

Math and Natural Science – Kathy Reynolds, ext. 2147

Humanities, Languages – Bobbie Underwood, ext. 1700

Social Science, Health and PE – Michelle McEwen, ext. 7878

Education, First Year Experience – Michelle Bisby, ext. 3001

Business & Technology, Mechatronics – Ingrid Williams, ext. 2109

Nursing – Nancy Irby, ext. 1628

PAYROLL, STAFF

Lyvonna Hydosi, ext. 1523

PAYROLL, FACULTY

Camilla Daniel, ext. 1698

Michele Brown, ext. 1695

PREREQUISITES ISSUES

Completion Coaches or the Dean can assist

REPORT CREATED OR ASSISTANCE WITH BANNER

Valerie Rossman, ext. 1658

SACSCOC

Scott Cook, ext. 1844

SCHEDULING FOR CAMPUS

Fayetteville – Lisa Smith, ext. 3000

McMinnville – Shane Buchanan, ext. 2138

Moore – Cheryl Norris, ext. 1849

Smyrna – Elizabeth Fitch, ext. 7818

SMART STATIONS

Mark Landrum, ext. 1804

SMYRNA CAMPUS

615-220-7800 or ext. 7800

SPARTA LOCATION

Linda Mackie – 931-837-3341

TESTING

Fayetteville – Marie Mosely, ext. 1763

McMinnville – Toni Adkins, ext. 2114

Moore – Marie Mosely, ext. 1763

Smyrna – Belinda Champion, ext. 7857

TEXTBOOKS FOR FACULTY AND ADJUNCT FACULTY

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TN eCAMPUS (formerly RODP)

Terry Durham, ext. 7885

TENNESSEE PROMISE

All counties except Rutherford – Debra Smith, ext. 3031

Rutherford County – Jonathan Graham, ext. 7839

TRAVEL

Dean's Administrative Secretary

WRITING CENTER

Jenna Caviezel, ext. 1724