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 – Michelle McKamey, ext.1528
Veterans Affairs – Carolynn 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

**ADVISMENT 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 Bowby, 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

**CANCELLLED 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
Math - Brian Mitchell, ext. 7825
Mechatronics – Fred Rascoe, ext. 2123
Natural Science – David Palmer, ext. 2134
Nursing – Pat Hendrix, ext. 1664
Social Sciences – David Bowby, 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.mssc.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

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 Coatham, 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
  - Monica Burgess, McMinnville, ext. 2105
  - Thomas Brookshire, Smyrna, ext. 7880
  - Will Nelms, Smyrna, ext. 1588
  - Mark Landrum, Moore County, ext. 1804
  - 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.mssc.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 – Elizabeth Fitch, ext. 7818

TEXTBOOKS FOR FACULTY AND ADJUNCT FACULTY
Business & Technology – Fred Rascoe, ext. 2123
Education – Sid Hill, ext. 1563
EMT – Drew Hooker, ext. 3042
Humanities – Phyllis Adams, ext. 1817
Languages – Meagan Manus, ext. 1837
Math - Brian Mitchell, ext. 7825
Mechatronics – Fred Rascoe, ext. 2123
Natural Science – David Palmer, ext. 1837
Nursing – Pat Hendrix, ext. 1664
Social Sciences – David Bowlby, ext. 1726

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