



MOTLOW STATE COMMUNITY COLLEGE

Our goal is to serve students at the campus they attend.

ADMISSIONS OFFICE

Admissions Information:

A-K Renee McAmis, ext. 1526

L-Z Debbie Finney, ext. 1525

Graduation Questions – Annette Mosley, ext. 1527

Immunization Records – Mary Mills, ext. 1524

Transcript Request – Mary Mills, 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 – Mae Sanders, ext. 1530

GED transcripts – Diplomasender.com - Fee \$18

ADULT INITIATIVES / TN RECONNECT

Allison Barton, ext. 7826

ADULT COLLEGE EXPRESS (ACE)

Dayron Deaton-Owens, ext. 2126

ADVISEMENT HELP

Students may meet with their Completion Coach or contact the Student Success Department on the campus that they attend.

Fayetteville-ext. 3005

McMinnville-ext. 2410

Moore-ext. 1610

Smyrna-ext. 7854

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.

AND WHAT TO DO GUIDE

This guide will tell you who to contact for most student needs.

BUSINESS OFFICE

Request parking decals – ext. 1531

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

McMinnville – Tammy Foust, ext. 2111

Smyrna – Estelle Davis, ext. 7802

Fayetteville – Sharon Bell, ext. 3002

Moore County – Cris Fulscher, ext. 1540

Fee Waivers – send to business office,

Attn: Cris Fulscher, ext. 1540

Refund checks – ext. 1531

Payment plan: 1-888-470-6014

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

BANNER

BannerHelp@mscc.edu:

- BANNERHR, 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 – Interim Jean Williams, ext. 2138

Moore – Sid Hill, ext. 1849

Smyrna – Elizabeth Fitch, ext. 7818

CANCELLED CLASSES

Check schedule; students are emailed when cancelled.

CAREER PLANNING

Student Job Postings – ext. 1719

Career Interest/Major Exploration – see Completion Coaches

CITIZENS FOR PROGRESS (MCMINNVILLE CAMPUS ONLY)

Tammy Foust, ext. 2111

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

Van Lomenick, ext. 7814 Smyrna

Sydney McPhee, ext. 7853 Smyrna

Veronica Mitchell, ext. 7866 Smyrna



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WHO TO CONTACT FOR MOST STUDENT NEEDS AND WHAT TO DO GUIDE

This guide will tell you who to contact for most student needs.

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 – Gina Burke, ext. 2132

Education – Debra Simpson, ext. 7882

EMT – Drew Hooker, ext. 3042

Humanities – Brian Robinson, ext. 1674

Languages – Meagan McManus, ext. 1837

Math – Brian Mitchell, ext. 7825

Mechatronics – Fred Rascoe, ext. 2123

Natural Science – Pat Hendrix, ext. 1664

Nursing – Amy Holder, ext. 1643

Social Sciences – David Bowlby, ext. 1726

COURSE REPEAT

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

COUNSELING SERVICES

Lisa Stone, (615)-220-7913

D2L

Email D2Lhelp@mscc.edu

April Harris, ext. 1717

DATA NEEDS

Ashley Broadrick, ext. 1538

datahelp@mscc.edu

DEANS VS. CURRICULUM CHAIRS

Curricular issues – Curriculum Chairs

Scheduling and staffing - Campus Deans

When in doubt, ask the Dean.

DISABILITIES SERVICES

Belinda Champion, ext. 1765

Yeulanda Pierce, 7857

DUAL SERVICE AGREEMENTS

Bobbie Spratlin, ext. 1709

EMPLOYMENT ADJUNCT QUESTIONS

Dean or Bobbie Spratlin, ext. 1709

EMT AND PARAMEDIC PROGRAM

www.mscc.edu/nursing/ems

Drew Hooker, ext. 3042 / (931)-294-4192

Houston Austin, ext. 3042/ (931)-438-0028

Kristie Johnson, ext. 3036/ (931)-433-9376

Ashley Wingard, (931)-294-4117

FACILITIES WORK REQUESTS

First point of contact – Campus Maintenance

Urgent Facility Problems- Allie Musall, ext. 1575

Low Priority Problems submit problem to

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

FACILITY AND RESERVATIONS REQUESTS

Sharon Bell, ext. 3002 Fayetteville

Tammy Foust, ext. 2111 McMinnville

Brian Stacy, ext. 1713 Moore County

Estelle Davis, ext. 7808 Smyrna

FAYETTEVILLE CAMPUS

931-438-0028 or ext. 3001

FINANCIAL AID OFFICE

Financial Aid, ext. 1553 Moore

TBD, McMinnville

FINANCIAL AID OFFICE

Walters, ext. 1560 Moore-ext. 3014 Fayetteville Thursday

Donna Dunaway, ext. 7817 Smyrna

Erica Lee, ext. 7848 Smyrna

Jessica Dodge, ext. 1554 HOPE Scholarships & TN Promise

Tina Smith, ext. 7837 TN Reconnect

IT HELP

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

Motlow computer, laptop, or device

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

Monica Burgess, McMinnville, ext. 2105

Casey Chandler, Smyrna, ext. 7864

Biff Kittii, Smyrna, ext. 7890

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 during registration period.

LIBRARY

Fayetteville – ext. 3012

McMinnville – ext. 2113

Moore – ext. 1670

Smyrna – ext. 7815

LEAVE REPORTING

Laura Jent, ext. 1544

MARKETING

Terri Bryson, ext. 1688

MATH LAB

Brian Mitchell, ext. 7825

MCMINNVILLE CAMPUS

931-668-7010 ext. 2111

MOORE COUNTY CAMPUS

931-393-1500

MOTLOW ONLINE

April Harris, ext. 1717 or 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, ext. 1664

Nickie Fanning-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 – Brenda Swift, ext. 1700

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

Education, First Year Experience – Lisa Smith, ext. 3000

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

Nursing – Nickie Fanning, ext. 1628



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PAYROLL, STAFF

Jay Turney, ext. 1611

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

Bannerhelp@mscc.edu

SACSCOC

Melody Edmonds, ext. 2110

SCHEDULING FOR CAMPUS

Fayetteville – Lisa Smith, ext. 3000
McMinnville – Interim Jean Williams,
ext. 2138 Moore – Sid Hill, ext. 1849
Smyrna – Elizabeth Fitch, ext. 7818

SMART STATIONS

Mark Landrum, ext. 1804

SMYRNA CAMPUS

615-220-7800 or ext. 7800

SPARTA LOCATION

Beth Ann Swallows– 931-837-3341

WHAT WE'RE DOING AND WHAT TO DO GUIDE

This guide will tell you who to contact for most student needs.

TESTING

Fayetteville – Marie Mosely, ext. 1762 McMinnville –
Toni Adkins, ext. 2114
Moore – Testing Center (Marie Mosely or Tina Grizzard),
ext. 1763
Smyrna- Yeulanda Pierce, ext. 7857

TEXTBOOKS FOR FACULTY AND ADJUNCT FACULTY Business & Technology – Gina Burke, ext. 2132 Education – Debra Simpson, ext. 7882

EMT – Drew Hooker, ext. 3042
Humanities – Brian Robinson, ext. 1674
Languages – Meagan McManus, ext. 1837
Math - Brian Mitchell, ext. 7825
Mechatronics – Fred Rascoe, ext. 2123
Natural Science – Pat Hendrix, ext. 1664
Nursing – Amy Holder, ext. 1643
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