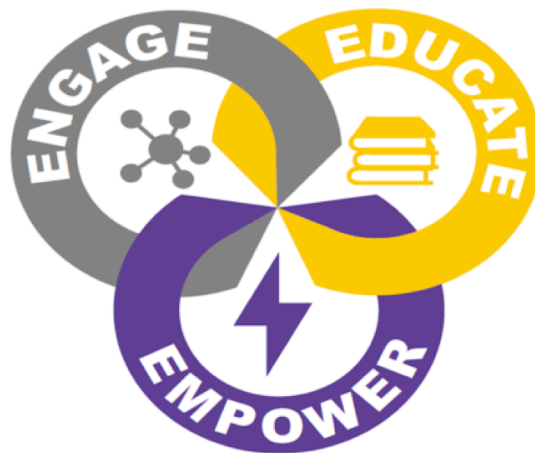




**College of Education & Human Sciences**  
**Student Success Center**  
**Handbook**  
Policies and Procedures



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# College of Education & Human Sciences Mission Statement

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The College of Education & Human Sciences (CEHS) at Tennessee Tech University offers a range of programs of study, cutting-edge teacher education, and nationally accredited programs. The College is home to three unique academic departments—Counseling & Psychology, Curriculum & Instruction, and Exercise Science—providing degree concentrations at the bachelor’s, master’s, education specialist, and doctoral levels. Many programs offer a teacher licensure component. The College of Education & Human Sciences is also home to five support units, including the Student Success Center, the Child Development Lab, the Learning Resource Center, the Office of Teacher Education, and the Exceptional Learning PhD Program.

## **Mission**

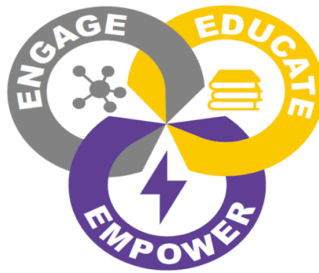
The mission of the College of Education & Human Sciences at Tennessee Tech is to provide unique and rigorous, learner-centered academic experiences for our students to achieve their highest potential as life-long learners, professionals, and citizens.

## **Vision**

The College of Education & Human Sciences will be an empowering force in education.

## **Conceptual Framework**

The College of Education & Human Sciences prepares effective, engaging professionals through a clinically rich, evidence-based program with a network of mutually beneficial partnerships.



The Student Success Center serves a diverse population of freshman, sophomore, junior, senior, and transfer students, majoring in Art, Early Childhood Education, Exercise Science, Multidisciplinary Studies, Secondary Education, and Special Education as students work to achieve success at Tennessee Tech.

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# COLLEGE OF EDUCATION & HUMAN SCIENCES STUDENT SUCCESS CENTER MISSION STATEMENT

The advising mission of the College of Education & Human Sciences (CEHS) is to provide current and prospective undergraduate students with academic advisement that is accurate, consistent and timely through collaborative relationships with professional Academic Advisors. Students are encouraged and supported as they build the skills necessary to develop meaningful educational plans; access university resources and opportunities; and take responsibility for their own development and success in a manner compatible with their life and career goals.

## STATEMENT OF PHILOSOPHY

Academic advising is an educational process that, by intention and design, facilitates students' understanding of the meaning and purpose of higher education and fosters their intellectual and personal development toward academic success and lifelong learning (National Academic Advising Association, 2004).

Effective academic advising is necessary for the realization of the University's and the College of Education & Human Sciences' instructional mission. Through accessible and mandatory advising, students are provided with personalized guidance to assist in planning the appropriate sequence of courses, and meeting state licensure requirements when applicable, to enable them to be fully prepared in their chosen area of interest.

All Advisors in the CEHS Student Success Center are cross-trained and can assist students in exploring any education major at Tennessee Tech. Each Advisor however, serves as a liaison to certain academic areas across campus. This advisor-student partnership requires participation and involvement of both the Advisor and the Advisee as it is built over the student's entire educational experience at the university. Both the Advisee and the Advisor have clear responsibilities for ensuring the advising partnership is successful.

## CORE TENETS OF ADVISING PRACTICE

In the Advisor – Advisee relationship, students are treated like **STARS**:

**S for Support:** Create a supportive and encouraging environment;

**T for Trust:** Assurance that advisement is confidential;

**A for Accuracy:** Commitment to provide students with the most recent and relevant academic and professional information available;

**R for Respect:** Recognition of the diverse needs, talents, interests and resources of students;  
and

**S for Success:** Focus on student retention and college completion.

# **MAJORS/CONCENTRATIONS ADVISED IN THE COLLEGE OF EDUCATION & HUMAN SCIENCES STUDENT SUCCESS CENTER**

The Student Success Center is responsible for the following undergraduate majors within the College of Education & Human Sciences:

- **Early Childhood Education**
  - ECED Early Childhood Education / Special Education, Pre K-3
  - ECED Early Childhood Education, Practitioner
  
- **Elementary Education**
  - ELED Elementary, K-5
  
- **Exercise Science**
  - EXSC Physical Education Licensure, K-12
  - EXSC Fitness and Wellness
  - EXSC Exercise Physiology
  - EXSC Practitioner
  - EXSC Pre-Athletic Training
  - EXSC Pre-Occupational Therapy
  - EXSC Pre-Physical Therapy
  - EXSC Pre-Physician Assistant
  - EXSC Sport Administration
  
- **Multidisciplinary Studies**
  - MDS Computer Science Education, K-12
  - MDS English as a Second Language (ESL), K-12
  - MDS General (Non-Licensure)
  - MDS Middle School English, 6-8
  - MDS Middle School Math, 6-8
  - MDS Middle School Science, 6-8
  - MDS Middle School Social Studies, 6-8
  
- **Psychology**
  - PSY Psychology
  
- **Special Education**
  - SPE Special Education, Comprehensive/Interventionist, K-12
  - SPE Special Education, Interventionist for Secondary Education
  - SPE Special Education, Practitioner

- **Secondary Education**

- SEED Secondary Education, Biology, 6-12
- SEED Secondary Education, Chemistry, 6-12
- SEED Secondary Education, Earth Science, 6-12
- SEED Secondary Education, Economics, 6-12
- SEED Secondary Education, English, 6-12
- SEED Secondary Education, French, 6-12
- SEED Secondary Education, Geography, 6-12
- SEED Secondary Education, German, 6-12
- SEED Secondary Education, History, 6-12
- SEED Secondary Education, Math, 6-12
- SEED Secondary Education, Non-Licensure
- SEED Secondary Education, Physics, 6-12
- SEED Secondary Education, Political Science, 6-12
- SEED Secondary Education, Spanish, 6-12
- SEED Secondary Education, Speech, 6-12 and Theatre, K-12

Students interested in pursuing a post-baccalaureate teaching license must contact the Certification Analyst in the Office of Teacher Education for a licensure contract before advisement. More information is available at the Office of Teacher Education website: <https://www.tntech.edu/education/teachered>. Graduate students are also advised by faculty from their chosen department. Contact the department secretary within the correct discipline for assistance in locating a graduate-level advisor.

## **RESPONSIBILITIES OF THE ADVISOR & ADVISEE**

### **The College of Education & Human Sciences Advisor shall:**

- Understand and effectively communicate the curriculum, graduation requirements, and university and college policies and procedures;
- Assist in defining academic, career, and personal goals, and assist in creating an educational plan that is consistent with those goals;
- Be accessible during office hours to schedule in-person appointments with Advisees;
- Assist students in gaining decision-making skills and in assuming responsibility for their educational plans and achievements;
- Maintain confidentiality.

### **As an Advisee, students have clear responsibilities in the advising partnership in order to be successful. The College of Education & Human Sciences Advisee shall:**

- Schedule regular appointments and make regular contact with an Advisor during each semester;
- Come prepared to each appointment with a curriculum sheet and questions or material for discussion;
- Ask questions about confusing requirements or if a specific concern has arisen;
- Keep a personal record of academic progress toward meeting selected goals;
- Become knowledgeable about program requirements, policies, and procedures;
- Accept responsibility for ALL decisions.

### **Three R's of Advising**

- Relationships:
  - Remember advising is a two-way street;
  - Foster open communications;
  - Clarify values, interests and goals.
- Responsibility:
  - Schedule regular visits;
  - Take ownership of personal goals;
  - Follow through with tasks.
- Resources:
  - Learn policies, procedures and requirements;
  - **READ ALL emails from the Student Success Center!!**

# COMMUNICATING WITH ADVISORS

## Appointments

Every student whose Academic Advisor is housed within the Education Student Success Center is required to schedule **at least one (1) in-person academic advising appointment** each Fall and each Spring semester. This policy applies to continuing students as well as new transfer students from other majors or other institutions. Commuter students are still expected to schedule on-campus appointments as well. The only exception to this policy is for first-time freshmen, who are encouraged to attend summer SOAR registration (see page 11 for more information) or Education 2+2 Offsite program participants who are only required to attend one (1) on-campus orientation prior to beginning the Teacher Education program (see page 12 for more information). If needed, students are welcome to schedule more than one appointment per semester at their discretion.

Students may schedule appointments during regular office hours unless their individual Advisor offers extended hours. Appointments may be scheduled via phone, email or the online appointment calendar found in TechConnect. Appointments average 30 minutes, depending on the nature and length of the material covered. Students will receive a Student Advisement Record with recommend courses to take during the upcoming semester. During this time, Advisors may also cover Teacher Education requirements (for licensure candidates only) and issues with academic standing as well as career and graduate school questions.

## Walk-In Policy

Each Academic Advisor has his/her own policy regarding walk-in meetings with students. The ONLY way to guarantee an Advisor's availability is to schedule an appointment. All Academic Advisors prefer that students make an appointment during peak advising periods to ensure availability. During this busy time (4-5 weeks before early registration and registration week), it is less likely students will be able to meet with Advisors without an appointment.

## Pandemic Policy

Advising appointments are normally conducted in person, but advisors may adapt advising appointments to video conferencing, phone, and/or email formats to accommodate students during extraordinary circumstances, such as during a pandemic, and Tech transitions to online learning. It is each student's responsibility to check email and the Tech website for any updates or changes.

## Response Time

Normal response times to voicemail messages and email messages will vary between 2-4 days. There are 4-5 weeks during each semester considered peak traffic periods for the Student Success Center; this time centers on student advisement and scheduling. During these busier times, it could take 3-5 business days to receive a response to any correspondence.



# STUDENT SUCCESS CENTER PROCEDURES

## Change of Major

Changes of a major, concentration, and/or minor are initiated in Eagle Online by the academic advisor in the major you want to change to. Students will be notified by email of this Program of Study Change Request, and have up to 48 hours to approve it through Eagle Online.

## Alternate Pin Numbers

The Office of Records and Registration assigns students new alternate pin numbers for each Spring and Fall semester (the code to register for Summer classes is the same as the Fall registration code). Students will only receive their alternate pin number after completing their required advising appointment. Along with the alternate pin number, students are assigned a registration date and time which indicates when the student's registration window will open. Although some students receive priority registration times, the University is responsible for approving and assigning registration times. Neither Academic Advisors nor any other staff members in the Student Success Center have the authority to request different registration times for students.

## Transfer Students (excluding Education 2+2 Participants – *see page 11 for information on this program*)

Students transferring in from other postsecondary institutions are still expected to schedule an in-person advising appointment with a professional Academic Advisor before beginning their first semester at Tennessee Tech. Students must be fully admitted into the University before receiving advisement for registration. Before scheduling an appointment, students are expected to complete all university requirements including (but not limited to):

- Submitting high school transcript(s) to Admissions;
- Submitting official college transcript(s) from institutions attended to Admissions;
- Completing all required immunizations and submitting documentation to Health Services;
- Completing Residential Life paperwork.

If the student's official transcripts have not been evaluated at the time of advisement, students may be asked to provide the Academic Advisor with unofficial copies of transcripts from of all institutions attended in order to complete advisement. Any curriculum information, including substitutions, should be considered unofficial until all official transcripts have been evaluated by the Graduation Office.

# **STUDENT ORIENTATION AND REGISTRATION (SOAR)**

## **Freshman SOAR**

All entering freshmen in the Fall semester are required to attend one SOAR session during early registration from June-August.

All admitted freshmen students will receive an invitation from the Tennessee Tech to attend SOAR. SOAR is normally a two-day visit, but this may be adapted/changed as special needs arise. Freshmen entering Tech in the Spring term will need to sign up for Spring SOAR once they have been admitted to the University. Students who decide not to attend Spring SOAR must make an appointment with an Academic Advisor before registering for Spring classes. Please see the “Appointments” section (page 8) for instructions on setting up an appointment.

## **Transfer Orientation**

After admission for the Summer, Fall or Spring semester, transfer students attend a Transfer Orientation. During this one-day session, students and guests are given a campus tour and have the opportunity to meet with various University offices (Financial Aid, Eagle Card office, etc.) before meeting with an Academic Advisor for course registration. Transfer students admitted for the Summer or Fall term are required to attend this orientation. Students are not required to wait for the Transfer Orientation session date before requesting advisement; appointments may be scheduled at any time after the transfer student has been fully admitted to the University.

## **EDUCATION 2+2 PROGRAM IN CURRICULUM & INSTRUCTION**

The College of Education & Human Sciences offers its Bachelor of Science in Elementary Education K-5 licensure program on the campuses of Chattanooga State (Main Campus), Motlow State (Moore County), Pellissippi State (Hardin Valley Campus), and Roane State (Harriman, Oak Ridge, and Scott County),.

The 2+2 program is a partnership with regional community colleges that allows an applicant to complete the first 60 hours at a local community college before transferring to Tennessee Tech but remaining at the community college to complete the final 60 hours in two years.

Admission into the Education 2+2 program is opened only in the Fall semester. All applicants interested in participating in this program must submit an Intent to Participate form to the Student Success Center by the priority deadline of the March 1<sup>st</sup> of the year the student plans to start the program. For example, students intending to start in the Fall of 2024 must submit the Intent form by March 1<sup>st</sup>, 2024.

All applicants must complete the following requirements in order to be approved for the 2+2 program by the published deadline of June 15<sup>th</sup> of the year the student plans to start the program:

- Complete all requirements to be admitted to the University:  
<https://www.tntech.edu/admissions>
- Complete all requirements to be admitted to the Teacher Education Program:  
<https://www.tntech.edu/education/teachered/admission-requirements.php>
- Complete all required classes either through the Associate of Science in Teaching degree or as a General Associate of Science for elementary education at the community college.

All applicants will be notified of their status for program admission following the June 15<sup>th</sup> deadline.

Admitted students will be required to attend a mandatory orientation at the Tennessee Tech main campus in Cookeville during the summer prior to beginning Tennessee Tech coursework. Future registration and advising will take place at the student's respective community college.

More information is available at <http://www.tntech.edu/education/ci/2plus2.php>

## **SCHOLARSHIPS**

The College of Education & Human Sciences has a number of scholarships specifically designated for students pursuing fields of study in College of Education & Human Sciences programs. All applications are submitted online via the Tennessee Tech Scholarship application website called ScholarWeb. For more information, you can visit:

<http://www.tntech.edu/scholarships>.

Scholarship applications are reviewed and awards are given during the Spring semester before the award period. Typically, application materials are received and reviewed in late January to early February. Students are notified via mail if they have been awarded a scholarship 2-3 weeks before the Scholarship Office's March deadline. The College of Education & Human Sciences Awards banquet for scholarship recipients is usually scheduled for the beginning of the Fall semester of the award year in September.

## **OTHER ROLES & RESPONSIBILITIES**

### **Student Ambassadors (SAs)**

Student Ambassadors are undergraduate students in the College of Education & Human Sciences who volunteer to meet with prospective Tennessee Tech students interested in one of the majors offered by the College. SAs discuss their personal experiences in the program, including information about residence halls, campus activities and other aspects of student life. Every SA will have an assigned weekly meeting day and time and be required to write a hand-written letter to prospective candidates.

Student Ambassadors are currently enrolled students who are pursuing degrees in one of the College of Education & Human Sciences's programs of study. It does not matter if potential SAs are classified as a freshman, sophomore, junior, senior or transfer student although upperclassmen may be given the priority during the selection process.

Students interested in becoming a Student Ambassador should contact the Graduate Assistant Student Ambassador Coordinator located in T.J. Farr room 202 to complete an application during the first two weeks of each Fall and Spring semester. The SA Coordinator will also solicit applications via email at the beginning of each semester. Once a student has been appointed as an SA, he/she can continue each semester until graduation, the student declines the opportunity, or is dismissed for failure to complete required tasks.

### **Graduate Assistants (GAs)**

It is the responsibility of the Education Student Success Center and, more specifically, the Graduate Assistant Scholarship Coordinator to coordinate the selection of qualified students for College of Education & Human Sciences scholarship funds each academic year and to plan the yearly awards banquet for recipients. In addition, the Graduate Assistant Student Ambassador Coordinator is responsible for conducting prospective student meetings as well as selecting and training a group of Student Ambassadors. GAs will also provide advising support to professional Academic Advisors to assist students with course registration and other academic issues.

Part of the Graduate Assistants' responsibilities will most likely include working in the front office to assist the Administrative Associate with students. It is important that students are met with friendly and effective support in addition to maintaining the student's and the university's confidentiality at all times. Additional job requirements may include: updating student records, filing paperwork, making copies, and answering the main office phone line.

Graduate Assistants are expected to set their work schedule within the first week of the semester and to provide that information to the Administrative Associate in person or via email. While it is not required to be in the office every day, it is the GAs' responsibility to create schedule that allows the completion of all required duties and to accumulate all required hours by the end of the semester.

The Student Success Center does not require Graduate Assistants to have undergraduate degrees in education or to be enrolled in education-related graduate programs; however, such applicants may be given priority because of their familiarity with degree programs and teacher licensing requirements. Graduate students interested in working in the Student Success Center should complete a Graduate Assistantship application (available on the Office of Graduate Admissions webpage: <http://www.tntech.edu/graduatestudies> and deliver it to the Administrative Associate located in T.J. Farr 202 along with a cover letter and current resume. Since graduate students may graduate at the end of every academic term, inquiries about forthcoming available GA positions are welcome at any time during the year.

## **Student Workers**

The Student Success Center is assigned two types of Student Workers via the University's Financial Aid office: scholarship students, who are required to complete 75 hours per semester, and Federal Work Study students, who qualify for minimum wage positions throughout campus based on their FAFSA information. Student Workers will complete office work (i.e. answering phones, filing, copying, document shredding, etc.) under the supervision of the Administrative Associate. As with Graduate Assistants, student workers are obligated to adhere to the University's and the College of Education & Human Sciences's confidentiality policy.

## **HELPFUL RESOURCES/LINKS/FORMS**

College of Education & Human Sciences

<https://www.tntech.edu/education>

Education 2+2 Onsite Program

<https://www.tntech.edu/education/ci/2plus2.php>

Course Placement Information

<https://www.tntech.edu/ssc/placement.php>

Office of Teacher Education

<http://www.tntech.edu/education/teachered>

Praxis Information – Educational Testing Service (ETS)

<https://www.ets.org/praxis/tn/test-takers/plan-your-test/licensure-requirements.html>

TechConnect

<https://www.tntech.edu/techconnect>

Tk20 / Watermark

<https://www.tntech.edu/education/tk20>

Undergraduate Catalog

<http://catalog.tntech.edu/>

Undergraduate Graduation

<https://www.tntech.edu/records/graduation.php>

# EAGLE ONLINE REGISTRATION CHEAT SHEET

## Schedule Planner

Schedule Planner is an exciting new online tool available to students and advisors to help with creating a class schedule. It provides all possible schedule options with any given set of courses a student plans to take in a semester. Schedule planner is integrated into Eagle Online and makes the job of creating a schedule much easier. Once a schedule has been chosen using Schedule Planner, it can be saved in the Cart and then the student can click “Register” to register for classes in Eagle Online.

## Commonly Used Terms

Section: A class or course “section” denotes the same class taught on different days, times, locations and/or instructors, which provide more opportunities to take the same class. For example, ENGL 1010 section 001 is offered on MWF at 9 am and ENGL 1010 section 005 is offered on TR at 1:30 pm.

Prerequisite: A prerequisite course is a class that must be completed and passed before enrolling in other courses, i.e., ENGL 1010 must be completed before registering for ENGL 1020.

Co-requisite: Co-requisite courses are two classes that must be registered and taken during the same semester, i.e., Science lecture (BIOL 1010 section 001) and lab (BIOL 1010 section 107) must be registered for at the same time.

## Helpful Hints for Registering

- Sections in the 100s: Any section listed in the 100s (101, 102, 103, etc.) is a laboratory section and must be taken with a lecture section (001, 002, etc.).
- Sections in the 800s: These sections are for students participating in the Honors Programs only, for example, section 801, 802, etc.
- Section R01: This is a **7 week** TN eCampus course; it is taught 100% online with no on-campus contacts or class meetings and includes an additional service fee to enroll.
- Section R50: This is a **15 week** TN eCampus course; it is taught 100% online with no on-campus contacts or class meetings and includes an additional service fee to enroll.
- Section 500s: These courses are 100% web-based instruction using iLearn at Tennessee Tech.
- Sections with Letters (such as A, T, O, etc.): These sections are specifically designated for Education 2+2 students and are scheduled at off-sites locations.
- Abbreviations for Days of the Week: “M” is for Monday, “T” is for Tuesday, “W” is for Wednesday, “R” is for Thursday and “F” is for Friday.
- Clicking on the CRN number provides detailed information about that course including any course registration restrictions or prerequisites.



## Commonly Occurring Error Messages in Eagle Online

IMMUNIZATION INFORMATION (“You are only permitted to register for 11.99 hours due to outstanding immunization requirements.”): Students who have not submitted proof of all immunizations prior to registration (MMR, Chicken Pox, Meningitis: for on-campus residents only) will be unable to register for full-time hours (12 credit hours). Contact Health Services to submit paperwork or any other questions about this hold.

PREQ and TEST SCORE: This indicates a course has a testing requirement or a prerequisite course that has not yet been completed.

LINK L1 error: This indicates a course is MISSING its co-requisite course because students must register for co-requisites simultaneously, for example adding a science lecture (BIOL 1010 section 001) without a lab section (BIOL 1010 section 105).

MAJOR RESTRICTION: This indicates the selected course is open to students in a specific major *only even when there are seats available* (for example, click on the CRN to see a message such as SOC 1010 section 004 is for Sociology majors only).

CLASSIFICATION error: Classification refers to a student’s rank based on the number of earned credit hours: freshman (0 – 29 credits), sophomore (30 – 59 credits), junior (60 – 89 credits) or senior (90 credits or higher). Some courses are only open to specific classification levels, such as BIOL 2010, which is only available for sophomores or higher ranks.

## DEFINITION OF TERMS/GLOSSARY

**Alternate Pin Number (i.e. Registration Code)** - This is a 6-digit number provided each semester from the Student Success Center that allows course registration; it must be entered every time additions or other changes are made to a current class schedule. **\*\*THIS NUMBER CHANGES EVERY SEMESTER AND IS NOT THE SAME AS THE PIN NUMBER USED TO LOGIN TO EAGLE ONLINE. \*\***

**Confirm and Pay** - This refers to a two-step process required for every student to remain enrolled in classes for the semester. First the current balance due must be paid by the student or with financial aid; the second step involves using Eagle Online to confirm that the student does plan on attending classes. **\*\*FAILURE TO CONFIRM and PAY WILL RESULT IN THE LOSS OF ALL REGISTERED COURSES FOR THE SEMESTER.\*\***

**Council for the Accreditation of Educator Preparation (CAEP)** - CAEP advances excellence in educator preparation through evidence-based accreditation that assures quality and supports continuous improvement to strengthen P-12 student learning. More than 900 educator preparation providers will initially participate in the CAEP accreditation system, which serves all providers currently accredited by the National Council for Accreditation of Teacher Education (NCATE) and the Teacher Education Accreditation Council (TEAC). Educator preparation providers include traditional institutions of higher education, as well as alternative pathways such as residency programs (CAEP, 2010).

**CRN (aka Course Registration Number or Call Number)** - Each course section is assigned a unique 5 digit number used to identify it and add the course to a student's semester schedule. They can be found using the "Look Up Classes" option in Eagle Online student account.

**Curriculum Sheet** – An academic program of study provided by the Student Success Center to students during SOAR and/or the initial advisement meeting to establish program requirements for graduation and, if relevant, teacher licensure.

**Degree Works** – An online tool, which helps advisors and students keep track of progress toward earning a degree. It is integrated within Eagle Online.

**Eagle Online (i.e. Banner)** - The web-based software program for all student related account information including: course registration, financial aid, personal information and more. Eagle Online is an Internet based program that can be accessed from any computer, on or off campus.

**Education 2+2 Onsite Programs** - Baccalaureate programs with two years at a community college followed by junior and senior years at a four-year institution via an articulation agreement (AACTE, 2002).

**FERPA (Family Education Rights and Privacy Act)** - A federal policy that prevents any administrative department and all university personnel from discussing a student's personal information (academic, financial or otherwise) without first receiving permission from that student.

**Grade Point Average (GPA)** - A set of cumulative scores based on a 4-point scale used by the university to compute grades based on the total number of hours earned.

**Pin** - This is a password used to login to a student's personal Eagle Online account and is entirely confidential. If it is misplaced or forgotten it, it must be reset by contacting the myTECH IT Helpdesk at [helpdesk@tntech.edu](mailto:helpdesk@tntech.edu) or (931-372-3975).

**Praxis Tests** - These include the Praxis CORE, Praxis Subject Assessments, and any other Praxis tests. If a student has an ACT super score of 21 or higher, then he/she is exempt from the Praxis CORE. All students seeking teaching licensure are required to pass the Praxis Subject Assessments. Depending on the licensure area, other Praxis tests may also be required.

**Residency** - A two-semester culminating clinical practice completed by pre-service residents preparing to teach.

**Residents** - Individuals admitted to, or enrolled in, programs for the initial or advanced preparation of teachers, teachers continuing their professional development, or other school professionals.

**Schedule Planner** – Assists students with creating class schedules. It is integrated within Eagle Online.

**Student Advisement Records** – A document provided at the end of every advisement meeting about registration to document the Academic Advisor's recommended courses for the upcoming term and to provide the student with a mechanism for early schedule planning each semester.

**TechConnect** – A system that better connects students, advisors, and professors. Students can schedule appointments with advisors and tutors.

**Tk20 / Watermark** – A comprehensive data management system that allows students to be active online participants in multiple areas of their college experience including: course instruction, field experience, and academic advising.

**T-Number (aka Tennessee Tech Identification Number)** - A capital letter "T" plus 8 digits (for example, T00101202) – this is the student identification number used to access everything from Eagle Online accounts to Financial Aid information. **MEMORIZE IT!**

**Transfer Student** – Any student who has ever enrolled in a community college or university following high school graduation or GED completion.

## CONTACT INFORMATION

**College of Education & Human Sciences  
Student Success Center Tennessee Tech  
University**

<https://www.tntech.edu/ssc/education>

Office: (931) 372-6036  
TTU Box 5162



Follow us on Facebook:

<https://www.facebook.com/tntechCEHSssc/>



Follow us on Twitter: <https://twitter.com/TNTECHCEHSSSC>



Follow us on Instagram: <https://www.instagram.com/tntechCEHSssc/>

## Where Do I Go If I Have Questions About...

### ACCOUNT BALANCES OR CHARGES:

Bursar's Office – (931) 372-3311 or <https://www.tntech.edu/bursar>

### SCHOLARSHIPS, GRANTS OR LOANS:

Financial Aid Office – (931) 372-3073 or <https://www.tntech.edu/financialaid>

### RESIDENCE HALLS AND ON-CAMPUS HOUSING:

Residential Life – (931) 372-3414 or <https://www.tntech.edu/reslife>

### ISSUES WITH PHYSICAL HEALTH:

Health Services – (931) 372-3320 or <https://www.tntech.edu/healthservices>

### ISSUES WITH EMOTIONAL OR MENTAL HEALTH:

Counseling Center – (931) 372-3331 or <https://www.tntech.edu/counsel>

### PARKING OR SAFETY ISSUES:

University Police – (931) 372-3234 or <https://www.tntech.edu/police>

JOBS OR INTERNSHIPS: Center for Career Development – (931) 372-3232 or

<http://www.tntech.edu/career>

### STUDENT POLICIES OR ANY OTHER ISSUES AFFECTING STUDENT LIFE:

Student Affairs – (931) 372-3411 or <http://www.tntech.edu/sa>

The College of Education & Human Sciences Student Success Center produced this handbook. Tennessee Tech University is an AA/EEO employer and does not discriminate on the basis of race, color, national origin, sex, disability or age in its program and activities. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Director of Diversity & Legal Affairs, PO Box 5164, Cookeville, TN 38505, 931-372-3016.