



QUESTIONS YOU FORGOT TO ASK

ADMISSIONS/REGISTRAR'S OFFICE

What if I believe my transcript is incorrect?

Contact the Registrar's office, Pirtle Administration Bldg, or call 903-675-6217.

How long can I attend classes without paying?

You should pay when you register, however, you can attend until the 10th class day. On that day, all non-paid students will be dropped.

IF you are dropped, but are reinstated after census, you will pay a reinstatement fee of \$100.00 for your classes.

Are grades mailed home?

No, you can access grades online through Cardinal Connection at www.tvcc.edu.

ADVISING

Who has to meet with an academic advisor?

Anyone who has questions or concerns about their degree plan, or classes they are interested in taking, but especially first time students.

All students when they complete 30 semester hours.

What else can an advisor help students with?

Lots of things - interpretation of test scores, information on campus resources, selecting a major, degree plans and transfer information, graduation requirements, course selections, course waivers and substitutions, information on registration process and clearance for registration.

HOUSING

How often will residential students get mail?

Mail is delivered to campus mail boxes daily Monday through Friday.

Mailboxes are located in the Student Union Bldg and Cardinal Hall.

Is there an ATM machine on campus?

Yes, it is located in the Student Union Bldg.

Can I send money to my student through campus mail?

Yes, please do not send cash - only checks, cashier's checks or money orders.

BUSINESS SERVICES

What credit cards are accepted?

Visa and Master Card. American Express is only accepted online through e-cashier.

Is there a refund policy?

Yes, and the refund policy is in the front of your Academic Schedule Class Brochures. Refunds are: 100% prior to the first day; 70% during the first fifteen class days; 25% during the sixteenth through twentieth class days; none after the twentieth class day. Refunds will be mailed to the students address on record with the Registrar's Office approximately four weeks after the end of the applicable refund period.

Is there a place on campus to buy postage stamps?

Yes, at the Cashier's Office in the Pirtle Administration Bldg.

IT HELP DESK

What can I do if I forget my TVIN, password or e-mail information?

Contact our IT department at helpdesk@tvcc.edu or call 903-670-2621

What areas on campus are Wi-Fi hot?

We have Wi-Fi spots all over the campus. You may need to contact our IT department for password information, if it is needed to access the Wi-Fi.

CAMPUS POLICE

Does it cost to have your ID replaced?

Yes, you pay \$20 at the cashier's office in the Pirtle Administration Bldg. Take your receipt to the campus police office in the Student Union Bldg to receive your new ID.

Is there an emergency response plan?

Yes, each classroom and office has a posted Crisis Management plan that deals with weather emergency, tornados, fire alarm procedures, assault/sexual assault, hazardous materials, accidents, bomb threats/explosion, death at college or shooting at the college.

TVCC Alert System text messaging system can provide immediate notification in the event of a campus safety, crime or weather related emergency. Students can (and should) sign up for TVCC alerts on our website at www.tvcc.edu.

Can I get more than one parking permit?

Yes, you pay \$5.00 at the cashier's office in the Pirtle Administration Bldg.

Take your receipt to the campus police office in the Student Union Bldg to receive the additional parking permit.

Does the TVCC police department have a website for information?

Yes. www.tvcc.edu/police

Can I park anywhere on campus?

Parking on campus is designated by color.

You must park in the colored area you are assigned.

WHERE DO YOU NEED YOUR TVCC ID?

Do I need my I.D. to get into my dorm room?

Yes, in some dorms it is required to access the building, and in some it is your room key.

What else is my I.D. card used for?

You can use it as formal identification on campus, eating in campus dining and in the Library.

What is a TVIN?

T Trinity
V Valley
I Identification
N Number

Where can I find my TVIN?

Your TVIN is above your picture on your I.D. card.

It is also listed on your printed schedule.

What do I do with my TVIN?

You can use your TVIN as a safer alternative to your social security number.