

HELPING STUDENTS SUCCEED

The **TMCC Strategic Master Plan** states that the College will provide services for students to achieve college readiness and increase student retention, persistence, graduation, and transfer rates. The new funding formula for higher education mirrors this objective by funding the college primarily for student class completions. It is our collective responsibility to help students cross the finish line. Following are support options designed to help students succeed in their classes. You can help students be successful by pointing them to these support services or advising them about audits, withdrawals or incomplete grades as needed.

TMCC SUPPORT SERVICES

| Department | Location | Phone | Website |
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| Academic Advisement Academic Advisors assist new, continuing, and transfer students in identifying, planning for, and achieving educational and personal goals. Students will meet with an advisor during their first semester at TMCC during an On Track advising workshop or an individual advisement appointment. It is recommended that students seek academic advising before registering each semester, before transferring to another college or university, and/or before graduation. Visit contactadvising.tmcc.edu to schedule an appointment and for additional contact information. | RDMT 111 | 775-673-7062 | https://www.tmcc.edu/advisement contactadvising.tmcc.edu |
| Accounting Services and Cashier Students can make tuition and fee payments, find out their account balance, get information about a payment plan, and inquire about past due balance holds from TMCC. | RDMT 318 | 775-673-7155 | https://www.tmcc.edu/accounting-services |
| Advocacy, Resource, Counseling and Career Hub (ARC²H) Students can access, in-person or virtually, resources to support student wellbeing, academic, and life success at each campus: Counseling, career services, disability resources, re-entry/educational partnership programs, assistance with basic needs, and community resources. | RDMT 115 Edison 119 MDWN 205 | 775-673-7060 | |

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| Admissions and Records Students can obtain general information and complete many tasks in Admissions and Records, including: <ul style="list-style-type: none"> • Personal information updates (name, birthdate, SSN, etc.) • Applications for Admission • Audit class changes • Satisfactory/Unsatisfactory class changes • Academic Forgiveness • Grade Replacements • Degree changes • Adding classes • Dropping/Withdrawing from classes • Enrollment Verifications • Family Educational Rights and Privacy Act (FERPA) Information • Graduation requirements and applications • Registration information • Residency policy • Exception to the Refund policy • Transcript requests (official and unofficial) • Transfer credit evaluation request | RDMT 319 | 775-673-7042 | https://www.tmcc.edu/admissions/ |
| Adult Basic Education (ABE) and ESL/HSE ABE offers free, noncredit programs to help students achieve their goals. English as a Second Language (ESL) courses are offered, and High School Equivalency (HSE) exam preparation is provided. | MDWS 220 | 775-829-9044 | https://www.tmcc.edu/abe/ |
| Applied Technologies Learning Resource Center <ul style="list-style-type: none"> • Provides assistance to students enrolled in the Applied Technologies Programs at the Pennington Applied Technology Center. The Library Technician helps students with processes for enrollment and navigation of MYTMCC. • Provide students and employers understanding of the TMCC Applied Technologies programs. Assist students and employers with registration. | EDSN 106/108 | 775-857-4990 | https://www.tmcc.edu/applied-technologies/learning-resource-center |

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| Bookstore Textbook purchase and rental can be completed at the bookstore, as well as finding logo T-shirts, writing supplies, backpacks, student planners, usb drives and more. Materials can be purchased online or in store. We fill your order from your TMCC Dandini campus, if you are in the Reno/Sparks area please do not use any overnight service. We price match Amazon for your textbook and rental needs. Now offering ZIP – buy now pay later! | Student Center | 775-673-0236 | https://bookstore.tmcc.edu |
| Career Hub Start preparing for their career after graduation, and find help in obtaining part-time employment through job boards while they are enrolled in classes. Services include: <ul style="list-style-type: none"> • Career coaching • Employer events • Internships • Resume and cover letter reviews • Various job preparation workshops • Job fairs | RDMT 115, EDSN 119 | 775-673-7060 | https://www.tmcc.edu/career-hub/ careerhub@tmcc.edu Online job board: joinhandshake.com |
| Child Care (E. L. Cord Foundation Child Care Center) Hours of Operation: Monday-Friday 7 a.m.-5:30 p.m. Ages 6 weeks to 5 years (prekindergarten) Full-time, part-time and semester-care options. Contact the CCC for current opening information. Semester-Care Semester-Care provides child care for children of TMCC students and part-time teaching faculty. Through the program, child care is available for a few hours each week during the semester while students and faculty are in class. | Dandini Campus | 775-674-7515 | https://www.tmcc.edu/childcare/ |
| Counseling TMCC Counseling Services work with students to address challenges that can interfere with normal day-to-day life. Counselors assist students in making decisions about career choice, college readiness, relationships and other personal issues. Counselors also help students learn strategies to cope with stress and anxiety. Contact with a counselor can clarify goals, increase confidence and promote individual well-being. | RDMT 115 | 775-673-7060 | https://www.tmcc.edu/counseling/ counseling@tmcc.edu |
| Disability Resource Center The TMCC Disability Resource Center (DRC) provides equal access to all curricular and co-curricular activities to students with disabilities. DRC services and approved accommodations are provided at no cost to the student. | RDMT 115 MDWN 205 | 775-673-7277 | https://www.tmcc.edu/drc/ drc@tmcc.edu |

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| Educational Programs Inspiring the Community EPIC offers northern Nevada's largest selection of non-credit personal enrichment and professional success courses, including short term career certification programs. Classes start weekly at dozens of area locations. | MDWS 216 | 775-829-9010 | https://www.tmcc.edu/epic |
| Equity, Inclusion, and Sustainability Office EISO monitors and advocates for TMCC's commitment to equity and for TMCC's efforts to sustain a diverse, inclusive community. | RDMT 114 | 775-673-7123 | https://www.tmcc.edu/diversity/ and https://www.tmcc.edu/diversity/sustainability/ |
| Financial Aid, Scholarships and Student Employment Experts in the Financial Aid, Scholarships and Student Employment Office are here to help students find the best resources to pay for their tuition and fees. We offer one-on-one assistance, workshops and events to help students become familiar with all of their financial aid options. Students can receive assistance with completing the Free Application for Federal Student Aid (FAFSA), apply for scholarships, a loan or a grant. We are here to assist students every step of the way! Students can schedule an appointment by sending an email to our department at financialaid@tmcc.edu . | RDMT 315C | 775-673-7072 | https://www.tmcc.edu/financialaid/ |
| Fitness Center The TMCC Sports & Fitness Center is located in its stand alone building on the Dandini Campus. It is open for membership to TMCC students (membership is paid through tuition and fees), TMCC, DRI, NSHE faculty and staff members, community members, spouses and domestic partners. Trained staff are on site to assist members with cardio and strength training equipment and fitness assessments. Showers and lockers are available. Email fitness@tmcc.edu | SFC | 775-674-7974 | https://www.tmcc.edu/fitness/ |
| International Student Services International Student Services provide one-on-one support for TMCC F-1 Visa students to assist with orientation and registration, career exploration, and cultural adjustment to life in Reno, Nevada. The International Student Services team assists our F-1 visa students with reporting requirements, employment regulations, educational planning and transfer, health insurance, and other questions that arise for our international student population. The International Student Services team also hosts the International Coffee Hour each semester which is open to all students, faculty, and staff. | RDMT 114 | 775-337-5605 | https://www.tmcc.edu/international-student-services international@tmcc.edu |

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| Learning Commons The TMCC Library provides access to physical and electronic resources such as books, journals, databases, and films. The library supports students, faculty, staff, and community members through its course reserve materials, interlibrary loan services, computer and technology access, the Family History Collection and TMCC Archive and more. TMCC librarians offer library instruction sessions, reference appointments, citation help, and research assistance. | SIER LIB | 775-674-7600 | https://www.tmcc.edu/library/ |
| MyTMCC At MyTMCC, students have access to information and tools in one centralized location: <ul style="list-style-type: none"> • ACCUPLACER scores • Add/Drop Classes • Class schedule • Enrollment verification • Make payment • Nevada System of Higher Education (NSHE) student ID number • Personal information updates (address, phone, email) • Third party release • View unofficial transcript | Welcome Center | 775-673-7111 | https://my.tmcc.edu |
| New Student Services, Registration Call Center and Welcome Center Students can call new student services for general information or referral to the appropriate department. This department can assist with registration, directions, campus maps, early alert information and username or password reset. | Welcome Center | 775-673-7111 | N/A |
| Police Services at TMCC <ul style="list-style-type: none"> • To report a crime in progress or an emergency, dial 911. • Fire, police and emergency medical personnel are all available through dialing 911. • Non-emergency crime reports should be made to University Police Services at 775-784-4013 or 775-334-2677. • To report a crime anonymously, contact Secret Witness at 775-322-4900. | RDMT 243 | 775-674-7900 | https://www.tmcc.edu/police/ |

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| Recruitment and Access Center (RAC) The mission of RAC is to promote student success, academic excellence and access to lifelong learning by creating college access opportunities and offering support services to help students make life-changing decisions through education. Our team connects and assists students during the pre-enrollment and college transition processes by providing top-notch recruitment services, accurate and timely information, and college application assistance. Our programs include adult and non-traditional student recruitment, high school recruitment, Success First, Jacobs Presidential Scholars, GEAR UP, Underrepresented Student Advocacy, and the Nevada Promise Scholarship. | RDMT 315 | 775-673-8236 | https://recruitment.tmcc.edu/ |
| Student Life and Development The Student Life and Development Office has resources, programs, services, and organizations to foster an active student life on campus through student leadership, activities and campus life programs. The Student Life and Development office oversees the Student Government Association; the official student government body at TMCC, as well as the National Society of Leadership and Success, Electoral Engagement, Recognized Student Organizations, and student activities. | RDMT 121 | 775-673-7203 | https://www.tmcc.edu/sga/ |
| Student Clubs and Organizations Co-curricular student organizations are founded on the premise that not all learning on a college campus is confined to what takes place in the classroom. Students can participate in a number of SGA recognized student organizations (RSO). | RDMT 121 | 775-673-7203 | https://www.tmcc.edu/sga/recognized-student-organizations/ |
| Student Conduct The Office of Student Conduct supports the mission of TMCC by objective and efficiently administering our Student Code of Conduct, promoting academic integrity balancing individual and community interests in order to encourage student accountability, and connecting students to resources that foster student success. | RDMT 120 | 775-673-7270 | https://studentconduct.tmcc.edu/ |
| Technical Support, Online Student Support Center The Support Center offers help with student email, wireless network set-up for phones and laptops, and resetting a user name or password. Students can find assistance with MyTMCC, printing information, online tutorials and other technical issues. | Online | 775-674-7576 | https://www.tmcc.edu/it/students/ |

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| <p>Testing Services</p> <p>Students can find information and schedule tests such as:</p> <ul style="list-style-type: none"> • Academic Placement Exam (ACCUPLACER) • Alternate Pathways for Placement • College Level Examination Program (CLEP) • Computerized Adaptive Placement Exam (CAPE) • Dental Hygiene Pre-Admission Assessment Exam • Dexterity • High School Equivalency (HSE) Testing • Medical Terminology Test • Proctored Exams for Non-TMCC Students • Proctored Exams for TMCC Online Students • TEAS® Exam (ATI Test of Essential Academic Skills) • WorkKeys | Welcome Center | 775-673-7111 | https://www.tmcc.edu/testing |
| <p>TRIO Student Support Services Program</p> <p>TRIO Student Support Services (SSS) Program, funded through the U.S. Department of Education serves low-income students, first-generation students, and students with disabilities. Its primary goal is to increase the postsecondary persistence, graduation rate, and transfer rates from 2-year to 4-year institutions of its participants. This is accomplished by providing focused support, services, and activities designed to connect participants to the TMCC community. Email trio@tmcc.edu</p> | RDMT 127 | 775-674-7676 | https://www.tmcc.edu/trio |
| <p>Tutoring and Learning Center (TLC)</p> <p>The TMCC Tutoring and Learning Center (TLC) provides free tutoring to TMCC students in many subject areas. Students can get help by scheduling individual online or in-person appointments or can drop in to have questions answered. The TLC is staffed with well-trained and knowledgeable tutors who will help students become independent learners for their own academic success.</p> | SIER LIB | 775-674-7517 | https://www.tmcc.edu/tutoring |
| <p>Veteran Services – Dandini Campus</p> <p>Veterans and dependents are welcome at the Veterans Resource Center with questions regarding Veterans Educational Benefits or to seek information about TMCC. A VA Certifying Official (RDMT 241, 775-337-5612), and a dedicated Academic Advisor (RDMT 111, 775-673-7062) are available on campus and the Veterans Resource Center (RDMT 241, 775-337-5612) can help with intake, the online application for benefits, campus resources referrals, or for coffee and conversation.</p> | RDMT 241 | 775-337-5612 | https://www.tmcc.edu/veteran-services/ Email: veterans@tmcc.edu |

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| Veterans Upward Bound – Meadowood Center Prospective veterans who are not yet enrolled should contact Veterans Upward Bound (VUB). VUB is a free program for veterans who meet the eligibility requirements. The program is sponsored by TMCC and funded by the U.S. Department of Education. It is designed to assist veterans in preparing for success in college and other post-secondary training. At VUB prospective students can improve their computer skills and review math, science, foreign language, English, and other academic subjects. VUB also provides assistance with applying to college, understanding educational benefits, connecting to community resources and more. There is a computer lab for veterans to use and a coffee pot that is always on. VUB strives to accommodate veterans' busy schedules and assistance is available six days a week, online or in person. | MDWS 303 | 775-829-9007 | https://www.tmcc.edu/veterans-upward-bound Email: vub@tmcc.edu |
| WebCollege TMCC offers many classes that are delivered electronically and fully transferable. In addition, there are certificates of achievement and degrees that can be pursued entirely online, including a bachelor's degree that can be completed through a partnership with UNLV. WebCollege uses the Canvas Learning Management System (LMS). | LIB 200 | 775-673-7814 | https://www.tmcc.edu/webcollege |
| Welcome Center See <i>New Student Services</i> entry, above. | Welcome Center | 775-673-7111 | https://www.tmcc.edu/welcome-center |
| Wizard's Warehouse On campus food pantry. For the most current information check https://www.tmcc.edu/vpsd/wizards-warehouse A comprehensive list of community resources is available online at community resources . | RDMT 115 MWDS 119 EDSN 117 | 775-673-7060 | https://www.tmcc.edu/vpsd/wizards-warehouse/ https://www.tmcc.edu/educational-partnership-programs/student-resources |

TMCC DIVISIONS AND ACADEMIC SUPPORT CENTER

| Division | | Phone | Location | Website |
|--|---------------|--------------|-----------|---|
| Business and Social Sciences Division, Dean: Amy Williams | | | | |
| Hours: Mon.-Fri. 8 a.m.-5 p.m. Contact: Sarah Gill <i>This office will be open until 6:00 p.m. on Monday-Thursday the first week of classes.</i> | | 775-674-4836 | SIER 203E | https://www.tmcc.edu/business |
| Department Contacts | | | | |
| Business | Jean Lampson | 775-673-7132 | SIER 202 | |
| Culinary | Jean Lampson | 775-673-7132 | SIER 202 | |
| History and Political Science | Jean Lampson | 775-673-7132 | SIER 202 | |
| Social Sciences | Ellie Wilkins | 775-673-7185 | SIER 202 | |
| Office Management | Teresa Brooks | 775-824-3830 | MDWS 216A | |
| Paralegal/Law | Jean Lampson | 775-673-7132 | SIER 202 | |
| Personal Trainer, Massage | Teresa Brooks | 775-824-3830 | MDWS 216A | |
| Physical Education | Teresa Brooks | 775-824-3830 | MDWS 216A | |

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| Liberal Arts Division, Dean: Natalie Russell | | | | |
| Hours: Mon.-Fri. 8 a.m.-4:30 p.m. Contact: Diane St. Jacques <i>This office will be open until 6:00 p.m. Monday-Thursday the first week of classes.</i> | | 775-674-7937 | SIER 200-1 | https://www.tmcc.edu/vpaa/academic-divisions/liberal-arts-division/ |
| Department Contacts | | | | |
| English | Zac Damon | 775-673-7092 | VSTA B300 | |
| Humanities/Foreign Languages | Hans Meadows | 775-674-7945 | SIER 200V | |
| Visual Arts | Scottie Lockrem | 775-673-7291 | RDMT 207 | |
| Performing Arts | Steven Meyer | 775-674-7610 | SIER 200V | |

| Math and Physical Sciences Division, Dean: Anne Flesher | | | | |
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| Hours: Mon.-Fri. 8 a.m.-5 p.m. Contact: Samie Perez <i>This office will be open until 6:00 p.m. on Monday-Thursday the first week of classes.</i> | | 775-673-7180 | RDMT 324A | https://www.tmcc.edu/vpaa/academic-divisions/math-physical-sciences-division |
| Department Contacts | | | | |
| Mathematics | Jennifer Friend | 775-673-7181 | | |
| Physical Sciences | Michelle Peinovich | 775-673-7183 | | |
| Life Science, Allied Health, and Public Safety Division, Dean: Dr. Julie Ellsworth | | | | |
| Hours: Mon.-Fri. 7:30 a.m.-4:00 p.m. Contact: Barb Evans <i>This office will be open until 6 p.m. Monday-Thursday during the first week of classes.</i> | | 775-673-7182 | RDMT 327 | https://www.tmcc.edu/vpaa/academic-divisions/sciences-division |

| Department Contacts | | | | |
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| Biology and Community Health Science | Tina May | 775-673-8251 | | |
| Dental Assisting and Dental Hygiene | Toni Hippert | 775-674-7657 | | |
| Nursing | Amber Ka'ai'ai | 775-850-4054 | | |
| C.N.A. (NURS 130) - CLS | Laura Bergam | 775-824-8640 | | |
| Dietetics and Nutrition Courses | Toni Hippert | 775-674-7657 | | |
| Public Safety | Nicole Tuxon | 775-336-4271 | | |
| RAD Tech | Manuela Dobbert | 775-850-4003 | | |
| Veterinary Nursing | Laura Bergam | 775-824-8660 | | |

| Technical Sciences Division, Dean: Kimberley Harrell | | | | |
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| Director of Technical Sciences and Workforce Training: Kreg Mebust | | | | |
| Hours: Mon.-Fri.: 8 a.m.-5 p.m. Contact: Cinch Irwin <i>This office will be open until 6 p.m. Mon.-Thur. during the first week of classes.</i> | | 775-856-5302 | EDSN 200C | https://www.tmcc.edu/vpaa/academic-divisions-and-units/technical-sciences-division/ |

| Department Contacts | | | | |
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| Air Conditioning and Refrigeration | Roxanne Sharp-Strauser | 775-856-5315 | | |
| Applied Industrial Technologies | Kreg Mebust | 775-856-5328 | | |
| Apprenticeships (Union) | Cinch Irwin | 775-856-5302 | | |
| Automation and Robotics | Roxanne Sharp-Strauser | 775-856-5315 | | |
| Construction and Design Technologies | Roxanne Sharp-Strauser | 775-856-5315 | | |
| Energy Technologies | Roxanne Sharp-Strauser | 775-856-5315 | | |
| Manufacturing Technologies | Roxanne Sharp-Strauser | 775-856-5315 | | |
| Transportation Technologies | Roxanne Sharp-Strauser | 775-856-5315 | | |

For Faculty: Advising Students about Audits, Withdrawals and Incompletes

TMCC will receive funding for students who stay in the class for the entire term and receive a letter grade, A-F, audit or incomplete. TMCC does not receive funding for W or FN grades. We therefore encourage you to contact students who stop coming to classes or appear to be having trouble, and refer them to TMCC support services. The Admissions and Records Office will begin sending the names of students who have withdrawn to faculty members each day. If it is indeed in a student's best interest not to receive a letter grade, encourage students to audit the class instead. In this way students can stay in the class, receive all information and be better prepared to repeat the course.

Audits

- If a student wishes to change to or from an **audit**, this must be done by the designated deadline date. See the [Admissions Dates and Deadlines](#) webpage for specific dates.
- Note that this is the same date as the last day for a student to withdraw (for nondynamically-dated classes).

Withdrawals

- If a student wished to withdraw, this must be done by the designated deadline date. See the [Admissions Dates and Deadlines](#) webpage for specific dates.
- Faculty are encouraged to withdraw students for non-attendance as soon as they are aware the student is not attending. Preferably during the first week of class so that other students may register.

Incompletes

A temporary grade of incomplete ("I") may be granted to a student at the end of the semester if the student is performing passing work in the course, and there are extenuating circumstances (beyond the student's control) that prevent the student from completing the course requirements by the end of the instructional period. Non-attendance, poor performance or requests to repeat the course are unacceptable reasons for issuance of the "I" grade. A conference between the instructor and the student should be held prior to the due date for grades at the end of the semester and a detailed statement describing the work to be completed must be signed by the instructor and the student, with copies to the department chair or dean.

Students have until the last day of the next regular semester in which to make up assignments or examinations for a course in which they receive an incomplete. (Summer and Winter Sessions are not defined as a semester for this purpose.) Failure to do so will result in the incomplete grade being changed to an 'F' grade. Students must make arrangements with the instructor who originally issued the incomplete or, if the instructor is not available, the department chair or dean to complete the requirements. A class with an "I" grade cannot be used as a prerequisite for another class.