Frequently Asked Questions
This document answers questions about General Information, Enrollment, Advisement, Financial Aid, and Bursar.

Revised Date:
10/27/16
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Questions about General Information

I have submitted my application and have received my Student ID number. What is my next step?

- Submit all Official credentials to any Enrollment Services office. (GED/High School Equivalency Exam scores/High School Transcripts/College Transcripts/ACT scores)
- Transcripts will be considered Official if they are received by TCC in an envelope sealed by the issuing institution.
- Apply for Financial Aid and/or Scholarships.
- Visit with an Academic Advisor to determine what classes to enroll in, or to see if you need additional placement testing before enrolling in classes. If you have prior college course work, please bring copies of transcripts with you.

How do I update my personal information such as address, phone number, and personal email address?

- Go to the Student page in myTCC, find the Personal Information box and update your information.

How do I update my name?

- Visit any campus Enrollment office and complete the Information Change Form. You will need to bring an updated Driver’s License. Individuals who are doing a complete name change need to provide court documentation along with their Driver’s License.

How do I update my Social Security Number?

- To update your social security number, please bring your social security card to any Enrollment Services office.

Where do I get my Parking Permit and Student ID?

- ID’s and Parking permits are available 2 weeks prior to the start of classes.
- To get a Student ID, students will need to wait 24 hours after initial enrollment to receive a student ID.
- Visit the Student Activities office on any campus to have your Student ID taken.
- You can apply for a parking permit in the Campus Police office on any campus.

I have lost my Student ID, where can I get another one?

- You may go to any Student Activities office for a replacement ID. There is a $20.00 replacement fee.

Why am I being charged Out-of-State tuition?

- There are numerous reasons a student might be charged out-of-state tuition. Please visit with any campus Enrollment Services office for any questions regarding your residency status.

I have submitted a Residency Petition. How long does it take for the petition to be reviewed and how will I be contacted?

- Petitions typically take 1 to 2 weeks to be reviewed. Students should submit petitions at least 10 days prior to the start of classes.
- Students will be contacted through their TCC email account or by phone.
Questions about Adding/Dropping/Withdrawing

What is On-Time Enrollment?
On-Time enrollment means that a student must enroll in a class before the first class meets. Students are more likely to succeed in a class when they attend the first session!

- Online enrollment closes at 11:59 p.m. on the Sunday before classes start.
- All enrollments during the first week of classes must be done in person.
- After a class meets for the first time, it is closed to additional enrollments.

By enrolling early, you can get the class you need to graduate and classes that fit your schedule

How do I add or drop a class?

1. Log on to www.tulsacc.edu
2. Select MyTCC
3. Login with your TCC ID number and Password
4. Select My Account
5. Enrollment / Registration Tools –
   Look Up Classes by Subject and Enroll (or Drop Classes if you know the CRN)
6. Select drop down menu arrow and select term and submit
7. Read carefully the payment arrangements before selecting I Agree
8. Select Advanced Search
9. Select Subject and course number
   - Narrow search by selecting Instructional method, campus, part of term etc.
   - When selecting options, it is better not to select start times, end times, and days.
   - When selections are complete select Section Search
10. Preview Course Information
    - Pay close attention to campus, days and dates
11. To select course – Check box next to your course selection

<table>
<thead>
<tr>
<th>Selection codes:</th>
<th>NR – Not able to register</th>
<th>C – course closed</th>
<th>SR – student restriction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days of the week</td>
<td>M – Monday, T – Tuesday, W – Wednesday, R – Thursday,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>F – Friday, S – Saturday, U – Sunday</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. Select Add to Classes WorkSheet / Submit Changes
   - Courses marked “Registered Temporary” indicate that enrollment is still pending successful payment arrangements. The screen will display the balance due.
Payment must be made by the time indicated. This is typically one (1) hour after your last revision to your schedule. Proceed to step 14

- Courses marked “Web Registered” indicate that payment arrangements have been made successfully and you are enrolled in those courses (fall exception – web registered until payment option available for Fall, be prepared to pay for fall enrollment by July 1, you will be notified via email the exact date that course will be dropped if payment arrangements are not made.)

- Proceed to step 16

13. Complete Course Registration: Select Make Payment & Finalize Registration

14. You will be directed to CASHnet to make payment in full or set up payment arrangements

15. To make changes to or print your class schedule: Select Student >Registration, Week at a Glance and/or View and Print Your Class Schedule. Add or Drop Classes/Look Up classes

16. Refer to academic calendar for drop and withdrawal deadlines – Select Student Services>Quick Links portal> Academic Calendar

   - Contact CALL2000 at 918-595-2000 if you have questions or visit the Enrollment Services Office on any TCC Campus for more information.
<table>
<thead>
<tr>
<th>Error Message</th>
<th>Explanation</th>
<th>Action Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed Section (C)</td>
<td>Course has reached maximum enrollment limit.</td>
<td>Select another class. Visit with an academic advisor for help.</td>
</tr>
<tr>
<td>Time Conflict</td>
<td>The meeting time of the course you selected overlaps with another course selected.</td>
<td>Adjust your schedule so that all meeting times are clear of one another by selecting another course or section. If you feel the error is incorrect, visit with Enrollment Services office.</td>
</tr>
<tr>
<td>Prerequisite/Test Score</td>
<td>You have not met the prerequisite established for the course. Prerequisite means there are course(s) and/or Test scores etc. that are required to be met by the student prior to enrollment in the course.</td>
<td>Select another course. If you feel this is an error, check your academic transcript. If prerequisite exists, contact an Academic Advisor.</td>
</tr>
<tr>
<td>Co-Requisite</td>
<td>The course requested requires enrollment in another specified course and/or section during the same semester.</td>
<td>Select the indicated required course and enter both the course you originally attempted to register for AND the co-requisite course. You MUST list both courses in the CRN blocks before you select SUBMIT or the system will continue to give you an error.</td>
</tr>
<tr>
<td>Permission of Instructor Required</td>
<td>The course instructor must approve your enrollment in the course.</td>
<td>Contact Instructor. If granted an override, you (the student) must then add the section to your schedule.</td>
</tr>
<tr>
<td>Permission of Department Required</td>
<td>The course department must approve your enrollment in the course.</td>
<td>Contact the Division office. If granted an override, you (the student) must then add the section to your schedule.</td>
</tr>
<tr>
<td>Level Restriction</td>
<td>You do not have the correct level required for taking the course.</td>
<td>Visit the Enrollment Services office to ensure you have a for credit application on file.</td>
</tr>
<tr>
<td>Maximum Hours Exceeded</td>
<td>Course will put student over maximum allowed hours (typically 19 hours for Fall/Spring, 10 hours for summer)</td>
<td>Contact an Academic Advisor to go through the approval process to take additional hours.</td>
</tr>
<tr>
<td>Duplicate Course/Duplicate CRN</td>
<td>You have already registered for this course/section.</td>
<td>Drop the course from your schedule, then attempt to re-add only once. If you have withdrawn from the first attempt of the course, visit Enrollment Services.</td>
</tr>
<tr>
<td>CRN does not exist</td>
<td>The five-digit CRN you entered is not recognized by the system.</td>
<td>Check the schedule to get the correct CRN and be sure to enter it correctly.</td>
</tr>
<tr>
<td>Student Status prohibits registration</td>
<td>Your record is not active.</td>
<td>Contact Enrollment Services.</td>
</tr>
<tr>
<td>Hold Error (SR)</td>
<td>An office has placed a hold on your registration. You may have multiple holds on your record. Please check your registration status for all holds.</td>
<td>Contact appropriate office(s) to have holds cleared.</td>
</tr>
<tr>
<td>Non-Registerable (NR)</td>
<td>Course is not available for registration because the enrollment period has passed or the class is not available for</td>
<td>Select another class. Visit with an academic advisor for help.</td>
</tr>
</tbody>
</table>

When I try to enroll in a class, it gives me an error. What does the error mean?
What is the difference between dropping a class and withdrawing from a class?

- Dropping a class is what happens before or right after a class starts. The amount of time you have to drop a class depends on the length of a class. For example, if you are taking a full, 16-week class, you have the first two weeks of school to drop the class, but for an eight-week, fast-track course, you only have the first week.
- Dropping a class removes the class from all records. It is like you never took the class. It will not affect your G.P.A. It will not show up on your transcripts. You will not be charged for the class and if you have already paid for the class, you will receive a 100% refund.
- **To drop a class, go to the My Account page on the MYTCC portal and choose the Drop classes link.** Students with registration holds will need to visit the Enrollment Services office on any campus to complete a drop.
- Withdrawing from a class is a way a student can get out of a class after the drop period has passed. Students will be responsible for charges related to class withdrawals. The last day to withdraw from a class will be 70% of the way through the class. A grade of “W” will appear on the student’s transcript.
- The Academic Calendar provides the drop and withdrawal deadlines for 16-week and 1st and 2nd 8-week classes, for any other class, visit the enrollment services office.

How do I withdraw from a class?

- The withdraw process has changed in recent semesters due to changes in financial aid requirements. It is understandable that it is not always convenient or possible to come into campus to withdraw, but due to some of these changes, it is highly recommended that you come in to any advisement office to discuss the process and how it might affect you.
- If it is not possible to come to a campus, you may download the Withdraw form. Read through the instruction sheet carefully, then fill out the first page of the withdraw form completely. Fax both front and back pages of the form to any TCC advisement office. Fax numbers are listed on the form.
- Make sure to initial where appropriate and sign and date under the “Student Responsibility” section. Also, remember to include a clear and legible copy of an official photo ID such as a Driver’s License or TCC Student ID with your fax.
- If you receive financial aid and are enrolled in classes that have not started yet, make sure to sign and date under the "Affidavit of Enrollment" section.

I have questions about prerequisites.

- When reviewing the TCC Catalog, anytime a course has an asterisk in front of the subject designation, such as *ACCT 2223 Managerial Accounting. This means that the course CANNOT be taken until another course has been completed. In this case, the prerequisite course is ACCT 2213 Financial Accounting.
- To find out what prerequisites a course may have, visit the Course Description Section of the catalog. You will find a brief description of the course, at the end of which will be a list of the prerequisites for that course.
I have questions about proficiency requirements and the 24-hour rule.

- All students are expected to show proficiency in reading, English, and math before the student reaches 24 attempted credit hours. Most classes require at least one type of proficiency. Proficiency is established in three ways:
  - ACT scores of 19 in English, reading, and math.
  - Appropriate test scores on the COMPASS placement test.
  - Appropriate course work and grades from a prior college.
- If the student does not meet proficiency in one of these areas, he/she will need to remediate by taking the appropriate zero-level (developmental) courses.
- Reading proficiency is required for all general education classes.
- Reading AND English proficiency are required before a student can take ENGL 1113- Freshman Comp I.

How do I test out of a class?

- Visit any Academic Advisor to discuss CLEP and Departmental Exams options.

How do I read my schedule?

- Time: shows the time of day the class is offered.
- Days: M= Monday, T= Tuesday, W= Wednesday, R= Thursday, F= Friday, S= Saturday, U= Sunday. If your class is TR, you will attend on both Tuesday's AND Thursday's.
- Where: Lists the Campus where the class is offered.
- Date Range: Shows when class session begins and ends.
- Instructors: Lists Instructor name with an email link.

How do I find out what books I need?

- A few weeks before classes start, print your schedule and take to the bookstore on the campus where your class is located. That bookstore will be able to tell you what book (s) you will need for that class. If your classes are on multiple campuses, then you will need to visit multiple bookstores.
- If you are taking an online class, your books will be available at the Northeast Campus bookstore.

I need the contact information for my instructor.

- Your instructors contact information will be listed on your course syllabus. If you do not have the course syllabus, go to Blackboard to see if the instructor has posted the course syllabus there.
Where can I get a letter verifying my enrollment at TCC?

- Visit any campus Enrollment Services office and submit the Information Verification Request form or find the form online on the Enrollment Services Forms and Documents page.
Questions about Advisement

I cannot come into campus, but I need to speak with an Academic Advisor.

- Advisors do not advise students over the phone. The Online Advisor is available to help those who are not able to come to campus.

How do I change my major?

- Visit with an Academic Advisor on any campus to update your major.

How do I know if I am ready to graduate?

- Visit with any campus Academic Advisor to go through your degree plan periodically and develop an academic plan to know when you will be ready for graduation.

How do I file for graduation?

- Once you have enrolled in the last classes you need to finish your degree at TCC, you are ready to file for graduation. Go visit an advisement office on any campus a few weeks into your final semester. Tell the front desk person that you are ready to file for graduation. You will need to meet with an advisor who will verify that you have met the degree requirements. When your paperwork is ready, you will receive a call to come in and sign your paperwork. Filing for graduation will also automatically put you on a list to receive graduation ceremony information. You will receive a letter sometime after the semester has ended to come and pick up your diploma.

What is my G.P.A.?

- You can find this information by viewing your unofficial transcript and looking at the G.P.A. column under your most recent course semester. There will be three numbers in this column corresponding to the three categories at the left. The first is “Institutional,” which refers to your G.P.A. from your TCC classes only. The second is “Transfer,” which refers to the G.P.A. from your transfer course work from other institutions only. The third is “Overall,” which is your G.P.A. for all of your coursework. TCC looks at the overall G.P.A.

Do you offer a degree in _____?

- TCC offers a wide variety of degrees. Our degrees are designed with the student's goals in mind.
- TCC awards Transfer Degree Options, Workforce Degree Options, and Certificates.
- Visit the TCC Catalog for a complete listing of majors, or visit any campus Academic Advisor.

I want to discuss my degree plan with an advisor.

- Visit with an advisor in person at any campus Advisement office. All students are seen on a first come, first serve basis.

I want information about a specific program.

- The best source for information on a particular degree plan or program is the TCC Catalog.

I have questions about the Nursing Program.

- Visit the Nursing Division or an Academic Counselor for information about the programs.
I have questions about Tulsa Achieves.

- If you have deadline and requirement questions, please visit the Tulsa Achieves page on the TCC website or email the Tulsa Achieves office. If you have questions about volunteer hours, Metro and Southeast campuses have a Tulsa Achieves advisor on staff in the Academic Advisement offices where you can visit with an advisor in person.
Questions about Transferring and Transcripts

How do I transfer credits to TCC?
- After applying to Tulsa Community College, you will need to submit official transcripts from all of your previous schools. The transcripts will undergo a formal evaluation to see if the courses from the previous college(s) are equivalent to TCC’s courses. It can take a few months for evaluation to happen, so just know that it is not a quick process.
- Once the transcripts have been evaluated, all of your transfer work becomes part of your TCC transcript. If you don’t agree with the evaluation (for example, some classes did not equate you think might cover the same content), you can visit with an advisor about submitting substitution requests for those classes. You may need to provide course descriptions for the classes that you are requesting to be reviewed. The substitution request is then reviewed by a committee and any necessary changes will be updated on your student record.

How can I view my unofficial transcript?
- Go to the My Account page in the MyTCC portal. Go to Academic Profile and click on the Transcript link.

How many credit hours do I have?
- Go to the My Account page in the MyTCC portal. Go to Academic Profile and click on the Transcript link. At the end of the last semester, you can see your earned hours for both TCC and Cumulative hours.

How will my credits transfer to another college or university?
- In general, if you are transferring to a public school in Oklahoma, an advisor can provide you with information on what will and won’t transfer to another school. The only way to know for sure if your credits will transfer is to visit with an advisor at the school in which you wish to transfer.
- At any point in your academic career at TCC, you can visit the Enrollment Services office to request your official transcript be sent to your transferring institution. Upon completion of classes at TCC, you will want to send a final TCC transcript to your new school.

When will my transcript be evaluated?
- The majority of received college transcripts are evaluated within 30 days after the date received.
- During Peak times (January, April, May, & August) transcript evaluation time may be up to 90 days from the date the transcript is received.
- Students who are not currently enrolled will need to request a transcript review upon enrollment into classes.
- If you are applying to a program, submit transcripts at least 10 days prior to deadline for timely evaluation.

How can I get a copy of my official TCC transcript?
- Submit a transcript request to any campus enrollment services office along with a legible copy of a Driver’s License or Student ID card.

Will TCC fax my official transcript to another school?
- TCC does not fax official transcripts. Transcripts are sent by regular U.S. mail.
What is an official transcript?
- An official transcript is a college, university, or high school's certified and comprehensive statement of the student’s academic record.
- Official transcripts from each institution attended will be required.

What does TCC look for in an official transcript?
- Official College transcripts are typically printed on security sensitive paper and contain the University seal and signature of the University Registrar.
- High school transcripts are submitted with the final graduation date, final GPA, school seal and signed by the designated school official. (Not every school district will have a seal)
- Transcript is submitted in a sealed envelope from the receiving institution.

Does TCC accept electronically submitted transcripts?
Many high schools, colleges, and universities now have the ability to send transcripts electronically.

Tulsa Community College currently downloads submitted transcripts **once a day (by 11:00 a.m.)** from the following vendors:
- XAP
- Parchment
- Credentials eScrip-Safe

Tulsa Community College will accept **electronic transcripts** from other vendors as official if the following criteria are met:
- The transcript is certified as official from the college or university using a third party agency for the certification process. (i.e. Docufide, Avow, etc).
- The transcript must be a PDF certified document that has no indication of tampering.
- A college official must receive the transcript from an approved e-transcript service sent directly to records@tulsacc.edu or another TCC employee email address.
- TCC will not accept electronically forwarded transcripts from other colleges or from the student.
- TCC has the right to refuse electronic transcripts or request additional information if there is a question about the authenticity of an electronic document.
- Processing of electronic transcripts can take up to 5 business days to be marked as received.

**NOTE:** Electronic Transcripts that are not sent directly from the college or university third party vendor to TCC will be considered unofficial.

Send Electronic Transcripts to: records@tulsacc.edu
Questions about Academic Standing

What does it mean to be on academic notice?
- Freshman students, who have 30 or fewer credit hours, with a cumulative (overall) GPA of 1.7 to less than 2.0 will be placed on academic notice. If the student continues to perform poorly, they will be placed on academic probation the following semester.

What does it mean to be on academic probation?
- Any student whose retention (graduation) G.P.A. falls below a 2.0 at the end of a given term is on academic probation.
- TCC requires that all students maintain an overall (cumulative) G.P.A. of 2.0 or better to be considered in "Good Academic Standing." If a student's G.P.A. falls below a 2.0, that student will be on academic probation the following semester. This probation is a way of warning the student that he/she needs to raise their G.P.A. above a 2.0 and that if he/she continues to make poor grades, the student will be academically suspended.

What does it mean to be on academic suspension?
- Any student who was on academic probation and fails to raise his/her GPA to the required retention level or to achieve a 2.0 in regularly graded course work, not to include activity or performance courses, in any term following academic probation, will be suspended from the institution.

What does it mean to be on academic dismissal?
- Students who have been previously suspended by TCC who have been reinstated and suspended a second time, cannot return to TCC until such time as he/she has demonstrated, by attending another regionally accredited institution, the ability to succeed academically by raising his/her retention (graduation) GPA to a 2.0 or higher.

How do I get re-admitted to TCC from suspension?
- Students who are academically suspended by an institution will not be allowed to re-enter the suspending institution for at least one regular term (fall or spring). Suspended students may be admitted only one time. Student’s re-admitted on probationary status must maintain a 2.0 grade point average each semester attempted while on probation, not to include activity or performance courses, or raise their retention (graduation) GPA to the designated level.
- Students suspended from other institutions may transfer without the lapse of one term. Such admissions would be at the discretion of the receiving institution and such admission would be probationary.
- To apply for re-admission to TCC, click here for more information.

What does it mean to be on Good Standing?
- The student is eligible for re-enrollment.

Students placed on Academic Notice, Probation, or Academic Suspension will be notified via their College e-mail account.
Questions about Financial Aid

How do I apply for Financial Aid?

- To apply for financial aid, you must complete the FAFSA (Free Application of Federal Student Aid) at fafsa.ed.gov. Use the prior year’s tax information to complete the application (i.e. use 2014 taxes to complete the 2015-2016 FAFSA).

- If you would like to fill out a paper FAFSA, contact the Federal Student Aid Information Center at 1-800-4-FED-AID or TDD 1-800-730-8913, or print one off the FAFSA website and mail it in. Please note that using the paper FAFSA will delay your Financial Aid processing time. If you need assistance with the web version of the FAFSA, visit any TCC Financial Aid office.

What is TCC’s financial aid school code?

- TCC’s school code is 009763. You must add TCC’s school code to your FAFSA in order for TCC to receive the application.

What is an FSA ID, and how can I get one and use it?

- The FSA ID is the replacement for the PIN, which was previously used to login to Department of Education websites and sign online Financial Aid documents such as the FAFSA or Master Promissory Note.

- When you sign in to any Department of Education website, such as www.fafsa.ed.gov, https://studentloans.gov/, or www.nslds.ed.gov, you will be prompted to login using your FSA ID or to create a new ID and password.

- When applying for a new FSA ID, enter an e-mail address you will always have access to. This can be used to reset your password. All PIN’s should be linked to your new FSA ID.

What is the Financial Aid process at TCC?

- TCC maintains a priority consideration deadline each semester for processing a student’s financial aid application. Students who submit a FAFSA application, all credentials and/or documents requested by the priority consideration deadline, should be packaged for funding before the first day of class.

- Each student situation is unique and therefore you may have to submit additional documentation after the FAFSA and credentials/documentation have been submitted to TCC. Check your Financial Aid Dashboard in MYTCC or check with any TCC campus Financial Aid office for more detailed instructions on what you need to do to complete the financial aid process.

- The TCC priority consideration deadlines are:
  - June 1st for the Fall Semester
  - November 1st for the Spring Semester
  - April 1st for the Summer Semester.

What is the status of my financial aid account at TCC?

- To determine the status of your financial aid at TCC, simply visit TCC’s website at www.tulsacc.edu and login to MyTCC. Once logged in, select and complete the following steps in the order below:
  - MYTCC
  - MYACCOUNT
  - MY FINANCIAL AID DASHBOARD
How do I manage my financial aid account at TCC?

- All information regarding a student’s financial aid is located in the TCC Financial Aid Dashboard. A student can review missing requirements, check eligibility, read and accept the Terms & Conditions, and accept/decline awards. A student should check the TCC Financial Aid Dashboard and TCC e-mail address throughout each semester for all notifications from Financial Aid.

- For more information, students may also visit with any TCC campus Financial Aid office.

What does it mean when my TCC Financial Aid Dashboard states "Not Eligible"?

- “Not Eligible” means that a student has incomplete credentials such as: missing transcripts, non-degree seeking or no major declared, non-eligible student type, etc... Students must submit all "official" transcripts to Enrollment Services and be admitted as a regular student, declare a major with Student Development, and notify any campus Financial Aid office upon completion.

I accepted my awards. How long will it take for me to receive my refund?

- Estimated disbursement dates are listed on your Financial Aid Dashboard once your financial aid award package is complete. Loan disbursements will require students to have a master promissory note and loan entrance counseling on file. The master promissory note and loan entrance counseling can be completed at https://studentloans.gov/. Students must be enrolled in and actively attending a minimum of 6 credit hours to receive a loan disbursement. Per federal regulations, first-year first-time student loan borrowers will have their first loan disbursement is delayed 30 days after the start of classes.

- Check with the Bursars office for the date a refund is scheduled to post to your BankMobile Vibe account.

- Please note: Disbursement takes place 2-3 weeks after the beginning of each semester to enable the Financial Aid office to verify enrollment, attendance, and other eligibility issues.

I need to defer my student loans. What do I do?

- TCC is a member of the National Student Clearinghouse and as such, student loan lenders and servicers can visit http://www.enrollmentverify.org and click on "Verify Current Enrollment” and follow the prompts to review a student’s current enrollment status. If you are not enrolled in at least six credit hours and have not been notified of repayment, contact your loan servicer. If you do not know who your loan servicer is, you can login to www.nslds.ed.gov and select “financial aid review” to see your information, or call The Federal Student Aid Information Center at 1-800-4-FED-AID or TDD 1-800-730-8913.

- If your lender/servicer cannot find your information, visit Enrollment Services to request a Verification Letter.

- For more information about deferring loans, please visit http://studentaid.ed.gov/repay-loans/deferment-forbearance.
Questions about the Bursar

What is a Bursar?

- “Bursar” is a term unique to higher education and means “keeper of the purse”.
- The Bursar Office bills and collects tuition and fees, and other college related charges.
- The Bursar Office also processes and disburses all federal and campus based funds to students bursar account and refunds any overpayments on student’s bursar accounts.

How can I make payment arrangements?

- The policy of Tulsa Community College is that students must make college approved payment arrangements after enrolling for classes or they will not be registered in classes.
- There are three options for taking care of your student account.
  - Option 1: Pay in Full or Payment Plan
    - Students can sign up online to pay in full or pay cash in person at any campus Bursar Office. There is no administrative fee if the student is paying in full and up front.
    - Students can sign up online for a payment plan. There is a $35 non-refundable fee for this service. Payment plans vary according to semester and dates.
  - Option 2: Financial Aid
    - Students, who have met priority financial aid deadlines by turning in all requested documents and are qualified to receive financial aid, will not have their enrollments dropped for non-payment.
  - Option 3: Third Party Payments
    - Students can use a third party method of payment under the conditions that TCC can verify the payment source or that the student can provide acceptable documentation of the payment source. The student must present in person for this option.
      - TCC Verified Third Party Payment
        - General Tuition Waivers
        - Tulsa Achieves Program
        - Oklahoma’s Promise
        - Grants (Tribal, Veterans, Voc. Rehab)
        - ACE Waiver
        - Senior Citizen’s Waiver
      - Verified Third Party Payments
        - Contract Vendors
        - Scholarships
        - Other

Can I charge my books to my Bursar account?

- Some students are eligible to charge books onto their bursar account. These would include, but are not limited to, students with eligible financial aid, Tulsa Achieves, outside scholarships, and third party contracts.
- Students can check with the bookstore, financial aid, or the bursar offices to see if they are eligible.

What forms of payment do you accept?

- TCC accepts payments by cash, check, money order, cashier’s check, gift certificates, Visa, MasterCard, Discover, and ACH (checking/Savings account).
When will I get my refund?
- Refunds are processed when there is a refundable credit balance on a student’s bursar account. This can be due to financial aid being disbursed, dropping a class, receiving a scholarship, or an overpayment on your account.
- Refunds are normally processed every Friday and are available on the BankMobile Vibe Account by the following Tuesday.

What is the BankMobile Vibe Account?
- TCC no longer prints a paper check for student refunds. TCC utilizes BankMobile to provide our refund services.
- All refunds are processed through BankMobile and are available on the student’s BankMobile Vibe Account.

How do I get my BankMobile Vibe Account?
- BankMobile codes are automatically ordered when a student enrolls for the first time with Tulsa Community College and are mailed to the student’s mailing address.
- When a student receives the BankMobile code, they will be asked to activate it online.
- The student can have the funds sent to an outside bank account, use the BankMobile Vibe Account for purchases, withdraw money from ATMs, (Allpoint ATM Network), or a paper check.

Where can I find my billing statement?
- Statements are prepared monthly and are available by logging into the Student Account Payment System.
- Emails are sent informing the student when billing statements are available for viewing.

Where can I find tax information?
- The IRS requires institutions to provide Form 1098-T to students who have reportable transactions. This form is intended to assist you or your parents in the preparation of your federal income tax return.
- TCC works with an outside vendor to provide these forms.
- The student can choose to receive their form either online, or by US mail.
- Only students who have tuition and fees in excess of any scholarship and grants will receive a 1098-T form.
- Information for the preparation of the 1098-T is based on the calendar year transactions and may differ from semester dates.
Questions about the Disability Resources- Education Access Center (EAC) and the Resource Center for the Deaf and Hard of Hearing (RCDHH)

What are the Education Access Center and the Resource Center for the Deaf and Hard of Hearing?

- The Education Access Center and the Resource Center for the Deaf and Hard of Hearing are committed to partnering with students with disabilities by providing accommodations and resources.
- Accommodations are determined on an individual basis, and some examples are specialized testing, accessible textbooks, note-taking, interpreter and captioning services.

How do I request accommodations?

- You may contact the Education Access Center as the first step. It is recommended that you start this process before the beginning of the semester, although you may request accommodations at any time.
- It is the student’s responsibility to initiate contact and make a request for accommodations with the EAC each semester the student is enrolled. To begin a request to receive accommodations, click on the Disability Resources webpage at [http://www.tulsacc.edu/dr](http://www.tulsacc.edu/dr), and select the “Accommodation Request Form”.
- To initiate your request, we suggest that you provide documentation to support your request. An Individualized Education Plan (IEP), Section 504 Plan, Summary of Performance (SOP) or a typed letter on official letterhead from a diagnosing professional are all acceptable forms of documentation.

Where can I find more information about the accommodation process?

- Contact the Education Access Center at (918) 595-7115 or by email at eac@tulsacc.edu.
- Students with hearing loss may contact the Resource Center for the Deaf and Hard of Hearing at (918)595-7428, by text (918)809-1864 or email at rcdhh@tulsacc.edu.
- You may also visit the Disability Resources webpage at [http://www.tulsacc.edu/dr](http://www.tulsacc.edu/dr).
Student Services Contact Information

Hours of Operation: Monday through Friday 7:30 a.m. to 7:30 p.m. and Saturdays 8 a.m. to noon.
Email: call2000@tulsacc.edu

Contact CALL2000 for the following areas:

- Advisement
- Banner system
- Blackboard
- Classroom support
- Copiers/printers
- Desktop support
- Enrollment
- Financial aid
- MyTCC
- Network
- Outlook
- Password assistance
- Telecommunication
- Testing
- Other IT Support
- Other Student Services Support

Get information regarding advisement from our Online Advisor.

Contact the Bursar Office for information related to:

- Refunds
- BankMobile Vibe Account
- Tuition and Fees
- Tuition Payments

**Service Hours for Enrollment Services, Advisement, Financial Aid & Bursar:**

**Fall & Spring:** Monday through Thursday: 9:00 a.m. to 6:00 p.m. and Friday: 10:00 a.m. to 5:00 p.m.

**Summer:** Visit the TCC website for published summer hours.
Glossary of Terms

Admissions and Registration

- **Academic Probation**: Students whose cumulative grade point average (G.P.A.) falls below a certain minimum, may be placed on Academic Alert. Students on Academic Alert are notified by letter and must improve their grades during the following semester in order to register for future TCC classes. Students who receive an Academic Alert letter should seek out a counselor or advisor immediately for help on finding and using College resources that can improve their academic standing.

- **Add**: This term refers to the short period of time at the beginning of any semester or session when students can add an open class without an instructor’s signature.

- **Admission**: Students who have submitted a completed Admissions Application and have met all admissions requirements.

- **Advising**: The College provides free advising services to all students for help with program planning and course selection.

- **Audit**: Students who audit a class attend class meetings, but do not receive credit or a grade for the course.

- **Continuing Student**: Any student who has attended TCC within the last three years and is in good academic standing is considered a continuing student.

- **Core Requirements (Core Courses)**: Core courses are the required courses within a degree or certificate and must be completed with a grade of “C” or better.

- **Co-requisite**: A co-requisite refers to a related course that must be taken at the same time as another related course (e.g. science lecture and science lab).

- **Course Reference Number (CRN)**: This five-digit number in the Schedule of Classes is used to identify a particular class section in a particular subject. The CRN must be listed on the registration form next to the class title.

- **Credit Hour/Lecture**: One credit equals 16 class hours for a lecture course. In a traditionally delivered, semester-length course, one credit hour is equal to one hour of lecture per week. Thus, a typical three-credit course consists of classroom instruction.

- **Credit Hour Lab**: One credit of a lab course is equal to 32-48 class hours. The variance is based on the type of lab course. One-credit science labs typically require three hours per week for each credit. For example, a one credit, semester-length (16-week) Chemistry lab course meets three class hours a week and thus 48 hours for a 16-week semester. Some technology courses require only 32 hours of lab class time for one credit. For example, an aviation technology lab course requires 2 hours a week for a 16-week lab course for a total of 32 hours.

- **Drop**: This term refers to the short period at the beginning of any semester or session when students can drop a class and receive a refund. Dropped classes will not appear on an official academic transcript.

- **Elective**: Elective courses are courses that are in addition to the core requirements of a program. Students choose electives based on a list specified by their program or in specific approved areas of interest. Students should choose electives in consultation with their advisor.

- **Full-Time Student**: Students are considered full time if they are registered for 12 or more credit hours in a semester or six or more credits in the summer sessions. Note: To be considered full time for financial aid purposes, students must be enrolled in 12 credits.

- **GPA/Grade Point Average**: The average grade earned by a student, figured by dividing the grade points earned by the number of credits attempted.

- **Hold**: Students who owe fees or fail to return materials will have a hold placed on their record. This hold may prohibit a student's registration or request for official transcripts. Students should contact the
CALL2000 Help Desk at 918.595.2000 for information on how to clear the hold from their student account.

- **Part-time Student** - A part-time student is a student registered for fewer than 12 credit hours in a semester or fewer than six credits in the summer sessions.
- **Prerequisite** - A prerequisite is a required course that you must successfully complete before enrolling for a course. Prerequisites are listed in the college catalog with the course description.
- **Registration** - Registration is the process of selecting classes, processing selections through the Registration Office or online and paying tuition and fees.
- **Returning Student** - Returning students are those students who have attended TCC in the last five years but not during the previous semester.
- **Transcript** - A transcript is a master list of the courses a student has taken, the grade earned, and the cumulative grade point average. Official transcripts can be requested at any campus Enrollment Services Office.
- **Withdrawal ("W" Grade)** - Students who wish to receive a "W" in a course on the student transcript, must complete a change in registration form sometime after the drop period (see above) and before the last one-third of the class. Students who withdraw from a class or classes after the deadline for refunds will receive a "W" on their transcripts but will not receive a refund. Withdrawal with a "W" is only permitted during the first two-thirds of the calendar days of the semester or class. A "W" grades is not factored into a student's grade point average.

**Financial Aid**

- **FAFSA** - The Free Application for Federal Student Aid (FAFSA) is a required form that must be completed as the first step in applying for many types of financial aid. This application can be found at www.fafsa.ed.gov or obtained at any campus Financial Aid Office.
- **Priority Financial Aid Deadlines** - If the student has completed the FAFSA, is eligible for financial aid and has satisfied all requirements by this date, and the student responds to any future requests in a timely manner, the student will not be dropped from classes for that term and should have funds available for the first refund period.
- **Qualified Financial Aid Student** - A student who has completed all requirement requests from the financial aid office, is fully admitted in an eligible program, has no processing holds, and is making satisfactory academic progress.
- **Ability to Benefit** - Students who apply for federal financial aid need to demonstrate an ability to study and learn at the college level. A high school diploma or a GED can be used to document the ability to benefit from college. "Ability to Benefit" can also be established by obtaining appropriate scores in reading, writing and mathematics on the College's assessment test. For more detailed information, see an advisor or financial aid counselor.
- **Satisfactory Academic Progress (SAP)** - Financial aid recipients must maintain a minimum grade point average and complete a specified number of credits each term to remain in good standing academically. Students who not meet these requirements can endanger their financial aid award. All students receiving financial aid should discuss academic standards of progress with an advisor or counselor to assure that expectations for maintaining good grades and making steady progress toward a degree or certificate are clearly understood.

**Miscellaneous**

- **Academic Calendar** - The College's Academic Calendar contains key dates important to every student, including the start and end dates of classes, holidays, exam days, registration dates, and financial aid deadlines, among others. You can view the calendar here.
• **Banner** - Banner is the name of the College’s administrative computing system. This system stores and retrieves student information, grades, financial aid data, and many other types of information. Students may access grade information through Banner Online on the TCC home page.

• **Catalog** - The College Catalog is published on the TCC website annually. The Catalog contains information about the policies and services of Tulsa Community College, including all degree and certificate programs, course requirements and descriptions, and student resources. The Programs and Courses section of the website provides the most current information on all credit degrees, certificates and courses.

• **Schedule of Classes** - TCC an online listing of classes offered anytime during the fall, spring and summer terms. The schedule of classes contains all information needed to register for a class, including time, date, location, instructor, fees and any enrollment restrictions. Instructions for registering online or in person are also found in the schedule of classes.

• **Transfer Guide** - University Transfer Guides list which TCC courses transfer and fulfill degree requirements at OSU, OU and any other regional, four-year institutions. There is a guide for each degree offered at each of the State universities. Transfer guides are available online or from any TCC advisor or counselor.