

JACKSON STATE COMMUNITY COLLEGE

COLLEGE *Survival* GUIDE

A to Z index of resources for students
inside and outside the classroom.





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Academic RESOURCES

CALENDAR

	2025 Fall	2025 Fall 10 Wk	2025 Fall 1-7 Wk	2025 Fall 2-7 Wk
Priority Registration	Mar 4	Mar 4	Mar 4	Mar 4
Open Registration	Mar 10	Mar 10	Mar 10	Mar 10
Deadline to Pay Classes	Aug 18	Sept 28	Aug 18	Oct 14
Deadline 100% Refund	Aug 24	Sept 28	Aug 24	Oct 14
Term Begins	Aug 25	Sept 29	Aug 25	Oct 15
Last Day of Registration	Aug 27	Sept 29	Aug 27	Oct 15
Deadline 75% Refund	Sept 7	Oct 8	Aug 30	Oct 21
Deadline 25% Refund	Sept 20	Oct 17	Sept 5	Oct 28
Graduation Proposal Deadline	Dec 10	Dec 10	Dec 10	Dec 10
Last Day to Drop or Withdraw	Oct 28	Nov 12	Sept 21	Nov 17
Term Ends	Dec 10	Dec 10	Oct 10	Dec 10

	Winter Term	2026 Spring	2026 Spring 10Wk	2026 Spring 1-7 Wk	2026 Spring 2-7 Wk
Priority Registration	Oct 6	Oct 6	Oct 6	Oct 6	Oct 6
Open Registration	Oct 10	Oct 13	Oct 13	Oct 13	Oct 13
Deadline to Pay Classes	Dec 14	Jan 12	Feb 22	Jan 12	Mar 15
Deadline 100% Refund	Dec 14	Jan 19	Feb 22	Jan 19	Mar 15
Term Begins	Dec 15	Jan 20	Feb 23	Jan 20	Mar 16
Last Day of Registration	Dec 15	Jan 22	Feb 23	Jan 22	Mar 16
Deadline 75% Refund	Dec 17	Feb 2	Mar 4	Jan 25	Mar 22
Deadline 25% Refund	Dec 21	Feb 15	Mar 13	Jan 31	Mar 28
Graduation Proposal Deadline	Mar 5	Mar 6	Mar 6	Mar 6	Mar 6
Last Day to Drop or Withdraw	Dec 30	Mar 25	Apr 7	Feb 16	Apr 16
Term Ends	Jan 9	May 7	May 7	Mar 6	May 7
Commencement	May 2	May 2	May 2	May 2	May 2

ADVISING

Class registration calendar can be found above. List of advisors with QR Codes and contact information can be found in the appendix.

- Email: advising@jscc.edu
- Phone: (731) 425-2616

JSCC CATALOGUE

Includes student manual, academic programs, and other information needed for students. The catalogue can be found in the link below:

- [JSCC 25-26 Catalogue](#)

JSCC BOOKSTORE

Access to campus books with price matching. Accept financial aid for books. *Note: Hours may vary during term breaks and at the beginning of each semester. If you need help outside of operating hours, reach out to the bookstore manager (email provided below). Title IV funding can also be used to cover the cost of books. You can find a guide to completing the Title IV application in the appendix.

- <https://www.bkstr.com/jscctestore/home>
- Email for management: 1835mgr@follett.com

INTERNET ACCESS

JSCC students can use JSCC Wi-Fi (JSCC-MAIN_WIRELESS) by entering their username and password. *Note this is specific to the Jackson Campus, reach out to the front desk at our other campus center locations to find out how to connect to Wi-Fi.

LEARNING RESOURCE CENTER:

Our Learning Resource Center includes both the JSCC Library and Academic Assistance Center.

RESOURCES AVAILABLE

Computers for student use, Tutoring Services, Academic Navigators, Books, Assistance with Writing Assignments and Research Help, Placement Testing. Tech Help Sessions Info. Info for JSCC Library can be found here:

- [JSCC Library](#)

LEARNING RESOURCES CONTACTS

Computers for student use, Tutoring Services, Academic Navigators, Books, Assistance with Writing Assignments and Research Help, Placement Testing. Tech Help Sessions Info. Info for JSCC Library can be found here:

- Library@jscc.edu
- Testing@jscc.edu
- Tutoring@jscc.edu

STUDY RESOURCES

ACADEMIC ASSISTANCE CENTER

- Academic Assistance Center Website

TUTORING SERVICES

DATA CENTERS

CITATION AND REFERENCE GUIDES

STUDY AREAS

ACADEMIC NAVIGATORS

provide year-round support for students enrolled in college-level math and English courses across all instructional formats, including in-person, online, and hybrid. They focus on delivering personalized academic support to help students achieve their educational objectives. Academic Navigators engage with students in various tutoring formats, such as individual sessions, group settings, and virtual environments.

LOCATIONS FOR COMPUTER/STUDENT USE:

- Main Campus:
 - Nelms Classroom 126 A, B, and C
 - Science Building room 112: computers with printing
 - McWherter Building 241: computers for student use
 - Health Science room 233: restrictions for use with students within health science programs to check for availability, reach out to division secretary Jen Jakuboski via jjakuboski@jsc.edu
 - Nelms Classroom Building 233 computers with printing.
- Learning Resource Centers are available with computer access at our locations in Lexington, Savannah, and Gibson County.

EXAMPLE EVENTS HOSTED THROUGH THE LEARNING RESOURCE CENTER

- No Tech Tuesday
- Therapy Dogs/Stress Buster
- Research Help Sessions

MISC. RESOURCES

- Book loans
- Free Printing (450 pages per student per semester)
- DVDs and streaming services
- LibGuides are available online to assist students with research and a variety of areas.

- <https://libguides.jsc.edu/>

Library number: 731-425-2609

MATH LAB

Room 126 in the classroom building. The space has computers for students to use to work on and work through assignments.

WRITING ASSISTANCE:

- In addition to in person assistance, students can use the Ask a Librarian feature embedded in eLearn shell.
- Online writing help is available through Brainfuse
- Research databases are available through JSCC student accounts.
- There are also LibGuides for certain classes.
 - <https://libguides.jsc.edu/>

DISTANCE ED

DE. Student LibGuide + Help Desk Ticketing System

- **Distance Ed LibGuide:**
<https://libguides.jsc.edu/dehub>
- **DE Helpdesk:**
<https://lamp.jsc.edu>

OFFICE OF INFORMATION & TECHNOLOGY

This department can help with account activation, Multifactor Authentication, and Net Log In assistance. A guide to setting up Multifactor Authentication can be found in the appendix. <https://www.jsc.edu/net-logon/activate.php>

- **Email:** oit@jsc.edu
- **Phone:** 731-424-3520 x 50294

ADMISSIONS AND RECORDS

This department is responsible for processing transcripts, graduation proposals, change of major, updating personal information, changing records for name changes, change of address, etc.

- **Email:** admissions@jsc.edu
- **Phone:** (731) 425-2654



FINANCIAL RESOURCES



FINANCIAL AID

This department helps students with FAFSA, Scholarship Eligibility, Pell Grant Applications, Student Aid, and Federal Work Study Applications.

- Email: fao@jscc.edu
- Phone: (731) 425-2605

WORK STUDY PROGRAM

Student Employment Opportunities: Work study positions allow students to have jobs on campus. These jobs are set up so students can work while they are here around their class schedule, allowing them to work hours between classes.

Contact Financial Aid for application & Additional information will be requested through Human Resources as part of the hiring process.

- Phone: (731) 424-3520 ext:50388
- <https://jscc.edu/campus-life-services/work-study-opportunities/>

STUDENT RELIEF FUND

Jackson State has a Student Relief Fund. The fund is intended for unexpected and unavoidable financial crises caused by things that typically happen suddenly and

unpredictably like the car breaking down, getting laid off from work without warning, incurring medical bills for an acute illness, etc. The grants are typically a few hundred dollars at most, and the funds are paid directly to the vendor (e.g. check made out to the mechanic fixing the car, power company, etc.). The fund cannot be used to pay for books or tuition.

To be eligible, a student must have successfully completed 12 credits at JSCC, have a GPA of 2.0 or greater, have submitted a FAFSA, be registered for at least 6 credits, and demonstrate the current need with supporting documentation if requested. The application can be found in the list of announcements in eLearn.

For more information, contact the Dean for Students at deanforstudents@jscc.edu.

TITLE IV

Allows students to use financial aid funds to purchase books; There are eligibility requirements for Title IV funding. *Instructions for this process with screenshots can be found in the appendix.

BOOK CHARGES AND TITLE IV FINANCIAL AID REFUNDS

Students whose total financial aid is greater than the cost of tuition and fees may be entitled to a refund of the excess aid. Excess financial aid may be used to charge required books to a student's account.

Key Information:

- You must attend all classes before your aid can be dispersed.
- Refunds are generally issued the third week after classes begin. Students enrolled in late start terms will not receive a refund until late sessions have started, and attendance is verified for all classes.
- Students must do a Title IV authorization to allow financial aid to be used for books.
- Books may be charged the week before and during the first two weeks of classes. JSCC Campus Bookstore (Follett) will email instructions the week before classes begin.
- Refund amounts are reduced by the charged book costs.
- This authorization is necessary only once per academic year.

TN PROMISE AND TN RECONNECT

Definitions for both can be found in the JSCC Glossary.

TN PROMISE

Haley Hysmith (Complete Coach)

- Email: hysmith@tnacheives.org
- Phone: (901) 236-8252

Kyana Williams (Complete Coach)

- Email: kyana@tnacheives.org
- Phone: (901) 236-8257

TN RECONNECT

<https://tnreconnect.gov/>

More information about TN Reconnect can be found in the Glossary.

- Email: recruiting@jsc.edu
- Phone: (731) 425-2601

Students must fill out the application through the TN TSAC Portal.

BUSINESS OFFICE

This department processes payments of fees and dues. You can also add money to your student account for printing.

- Email: bos@jsc.edu
- Phone: (731) 425-2603

STUDENT & COMMUNITY LIFE



JSCC SECURITY

731-225-5952. Call for safety concerns and vehicle assistance.

COMMUNITY RESOURCES

The tables listed below include community resources organized by topic. If you are a student in need, reach out to our Dean for Students.

- Email: deanforstudents@jscc.edu
- Phone: (731) 424-3520 ext. 50354

HOMELESSNESS/HOUSING

Name of Organization	Phone Number
Jackson/West TN Homeless Hotline	866-307-5469
United Way of West Tennessee	211
Area Relief Ministries	731-423-9257 ext. 107
The Care Center	731-427-2273
Dream Center	731-512-0095
Behavioral Health Initiatives	731-668-6886
Habitat for Humanity	731-427-7967
American Red Cross	731-427-5543
Jackson Housing Authority	731-422-1671
Madison Haywood Development Center	731-664-0855
Scarlet Rope	347-455-1656
Safe Harbor Day Center	731-694-0031
Salvation Army	731-422-1271

TRANSPORTATION

Name of Organization	Phone Number
Jackson Transit Authority	731-423-0200
Southwest Human Resource Agency	800-372-6013
My Ride Program	844-803-0169

FOOD INSECURITY

Name of Organization	Phone Number
Regional InterFaith Association (RIFA)	731-427-7963
Aldersgate Methodist Church Pantry	731-427-4887
First Assembly of God Food Pantry	731-668-5547
Unity Temple Food Pantry	731-422-5103

SUBSTANCE ABUSE SERVICES

Name of Organization	Phone Number
Aspell Recovery Center	731-427-7238
JACOA (Jackson Area Council on Alcoholism and Drug Dependency)	731-423-3653
Pathways Behavioral Health Center	731-541-8200
Narcotics Anonymous of West TN	866-790-9010
Alcoholic Anonymous of West TN	877-426-8330
Tennessee Red Line	800-889-9789

MENTAL/EMOTIONAL/PHYSICAL HEALTH

Name of Organization	Phone Number
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National Alliance for Mental Health	800-950-6264
Wo/Mens Resource and Rape Assistance Program	800-273-8712
Health Connect	731-668-7593
Pathways Behavioral Health Services	731-541-8200
Carey Counseling Center	800-353-9918
Lakeside Behavioral	901-377-4700
Quinco Community Mental Health Center	731-658-6113
Rainbow Peer Center	731-423-9500
Tennessee VOICES for Children	800-670-9882
Jackson-Madison Regional Health Department	731-423-3020
Tennessee West Tennessee Regional Health Department	731-423-6600
Birth Choice	731-664-8443
Christ Community Health Services – Jackson	731-540-0330
LeBonheur Community Outreach	866-870-5570
Tennessee Suicide Prevention	988

LEGAL SERVICES

Name of Organization	Phone Number
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West Tennessee Legal Services	800-372-0004
Elder Abuse Hotline	888-277-8366
Jackson City Court	731-425-8292
Madison County Juvenile Court	731-423-6140
Madison Chancery Court	731-425-6016
Madison County General Sessions Court	800-889-9789
Circuit Court	731-423-6035
City of Jackson Recovery Court	731-423-4286

CHILDREN SERVICES

Name of Organization

Phone Number

Child Protection Services	800-372-0004
Exchange Club-Carl Perkin Center	888-277-8366
Department of Children Services	731-425-8292
Omni Visions	731-423-6140
Healthy Start/Healthy Families	731-425-6016
Jackson-Madison County School System	800-889-9789
Youth Villages	731-423-6035
Madison County CASA	731-423-4286
Youth Town of Tennessee	731-988-5251
Jackson-Madison County Prevention Coalition	731-694-0502

LAW ENFORCEMENT/EMERGENCY SERVICES

Name of Organization

Phone Number

Madison County's Sheriff Office	731-423-600
Jackson Police Department	731-423-8400
Jackson Fire Department	731-425-8341
Tennessee Bureau of Investigation (TBI)	731-984-6600
Metro Narcotics	731- 424-6485
Warrants	731-423-600 or
Tennessee Highway Patrol	731-423-6630
Federal Bureau of Investigation (FBI)	731-423-6183
Madison County Community Corrections	731-668-9578
Tennessee Board of Probation & Parole	731-423-6183
Tennessee Correction Services	731-984-9801

OTHER

Name of Organization

Phone Number

Adult Education	731-364-5481
American Jobs Center	731-668-2040
UT Institute of Agriculture Extension Center	731-668-8543
Jackson Energy Authority	731-422-7500
Southwest Electric	731-422-3311
Driver's License	731-423-6622
Rabies Control	731-668-4211
West TN Speech and Hearing	731-668-6076
STAR Center	731-668-3888
Jackson Center for Independent Living	731-668-2211

STUDENT SERVICES

Includes JSCC Cares (see glossary). The dean for students serves as contact for student services. The jHub (description in glossary). Provides parking passes, student ID's, help with campus navigation, and computers for student use.

DR. PAUL MORGAN (DEAN FOR STUDENTS)

- Email: deanforstudents@jscc.edu
- Phone: (731) 424-3520 ext. 50354

THE JHUB:

The jHub: Located: front desk of the student center. Provides assistance for scheduling appointments with registration & advising, issuing student ID's, and vehicle registration.

- Email: answers@jscc.edu
- Phone: (731) 424-3520 ext. 58844



COUNSELING

Free counseling services are available to JSCC students in areas such as grief counseling, mental health counseling, etc.

- Appointments can be set up in person, virtually, or over the phone.
- We have counseling services contracted through Pathways, which allows for the following resources to be available to JSCC students: individual therapy for children, adolescents, and adults, psych medication management, group therapy for children, adolescents, and adults, case management, job placement and support, homelessness outreach and support, medication assisted treatment (MAT), 24 hour crisis, in patient, and detoxification services.

- If a student is unable to come to the JSCC main campus for services, they can set up appointments through one of the other Pathways locations (Lexington, Brownsville, Dyersburg, Milan, and Union City).

- Email: scounselor@jsc.edu
- Phone: (731) 424-3520, ext. 50260.

STUDENT LIFE

Hosts events on campus and oversees the Student Government Association and Student Clubs.

STUDENT GOVERNMENT ASSOCIATION

The purpose of the JSCC-SGA is to provide a formal process for student input into the governance of the institution, to control all matters which are delegated to the SGA by the administration of JSCC, to work cooperatively with the administration in all matters affecting the welfare of the student body, and to promote the best possible understanding between faculty, administration, and students. In all its endeavors, the SGA shall strive to represent the best interest of the student body as a whole and to reflect favorably upon JSCC.

<https://jsc.edu/campus-life-services/sga/sga>

STUDENTS CLUBS & ORGANIZATIONS INCLUDE:

Art Club, Black Student Association, Baptist Collegiate Ministry, Criminal Justice Club, Origami Club, Human Rights Club, Innovation, Multicultural Student Association, Phi Theta Kappa Honor Society, Physical Therapy Assistant Club, Spanish Club, Spilled Ink, Student Nurses Association, and JSCC Honors Program. If you would like to start a club, contact Director of Student Life, Emily Ridgeway. (studentlife@jsc.edu)

Student Clubs: <https://jsc.edu/campus-life-services/student-clubs/>



GREEN JAY ATHLETICS

Jackson State is proud to have new sports teams launching in fall 2025. JSCC has women's and men's basketball, softball, baseball, cheer, volleyball and women's and men's cross country.

See the following link for more information about JSCC Athletics:

<https://jscgreenjays.com/landing/index>

Contact Info for Director of Athletics:

Dr. Kevin Lynam

Email: Klynum1@jsc.edu

DEAN FOR STUDENTS

- Dr. Paul Morgan, our Dean for Students here at Jackson State, is your first contact for students with disabilities, students who have served in the military or who have relatives who have served in the military, and for students who are struggling and may need help getting connected to resources for things like finances or housing. There are options available that may be able to help you continue your studies.

- Students with disabilities may register for accommodations with the Disability Resource Center, but do so quickly, as accommodations are not retroactive! Accommodations may be granted as long as they are supported by medical documentation and are within the means of what the college can provide. Accommodations may also be made for students who are pregnant. Please note that if you previously had an IEP or 504 plan, your accommodations provided at JSCC may be different from the ones you received under those plans. IEP and 405 plans also cannot replace medical documentation in registering for accommodations. Some accommodations

are also up to the discretion of your professor, but our professors are often understanding and willing to help you succeed! More information can be found on the Disability Resource Center page on the JSCC website. [Disability Resource Center | Jackson State Community College](#)

- The GI Bill covers veterans who have served in active duty beyond boot camp, and resources under the GI Bill may also be passed down from a parent. Students who serve in the military reserves and are called into active duty should speak to Dr. Morgan to accommodate their academic needs. More information on resources for veterans and their family members may be found on the Veteran Support Services page on the JSCC website. [Veteran Support Services | Jackson State Community College](#)



- Also available to veterans is the Veterans Center--a lounge in the Student Center, equipped with study areas, a mini fridge, a microwave, a conference table, and a TV for presentations.

- Dr. Paul Morgan—Student Center room 147
Email: pmorgan2@jscc.edu
Phone: 731 424-3520 x.50354

HUMAN RESOURCES

This process handles student complaints and is involved in the hiring process for Student Tutoring and Work Study Positions. *Application completed with financial aid; Additional paperwork completed through Human Resources.

<https://jscc.edu/campus-life-services/work-study-opportunities/>

- Email: HR@jscc.edu
- Phone: (731) 425-2621

DEPUTY TITLE IX COORDINATOR:

Dr. Paul Morgan is the point of contact for this. A Deputy Title IX Coordinator is a contact where students can report issues regarding Discrimination, Stalking, and Harassment. If a student feels there is an immediate threat to their safety, they should call JSCC Security.

- deanforstudents@jscc.edu
- Phone: (731) 425-2621

COMMUNICATION

JSCC TEXT/ALERTS

are sent out to notify students of events on campus, announcements for deadlines and scholarships, and campus closures due to weather. If you are not receiving JSCC text/alerts, log into jWeb and update your information to make sure the correct information is included for your cell number.

*If your number is accurate and you are still not receiving text, reach out to the Office of Information and Technology

Student Quick Links



Student Self-Service



Register for Classes



Direct Deposit Setup



Update Your Info

USING ELEARN AND OUTLOOK

Two different systems that are used to send out communications to students are eLearn and Outlook. For students to be successful and get the most out of their college experience, it is important for students to check both Outlook and eLearn on a regular basis as instructor preference may vary. All communications from JSCC administration will be sent to your Outlook. Please note: eLearn addresses only work within eLearn and do not always translate to real email addresses.

Have issues or need assistance? Call (OIT): (731) 424-3520 ext. 50294.

WHAT IS ELEARN?

The learning management system where students can access courses and course materials is eLearn. Each of your courses will have its own square-shaped tile to represent the course section. These are all accessible on the homepage of eLearn. The instructors may use features like the messaging system in eLearn and the news features to communicate with students. The messaging system can also be used for students to reach out to their instructors. There is an envelope icon at the top of eLearn students can select to check the messages for your courses.



MORE ABOUT ELEARN

Additional features in eLearn include content, discussion boards, Dropbox, quizzes, and gradebooks. It is important to note that some classes may use courseware for assignments instead of eLearn. For these classes, your assignments may be on a separate website and may require a different login and password. This may be hosted through textbook publishers' websites like Pearson and Cengage.

Need Help Navigating eLearn? Check out the resources available through the Distance Learning: Student Hub:

- [Distance Learning: Student Hub](#)

THE BRIGHTSPACE PULSE APP

is free and can be used for eLearn access through your mobile phone. *Note: this is useful for keeping up with due dates and checking and responding to messages in your classes. It is not recommended for students to attempt completing assignments through the pulse app.



Brightspace Pulse



WHAT IS OUTLOOK?

All JSCC students have an Outlook account. Students have access to their student email accounts through Outlook. It is important for students to regularly check their email accounts. Some instructors may prefer to communicate with their students through Outlook. Announcements that are sent out for the entire college (not just to a specific class) are sent out through the email accounts offered through Outlook. Communication from your advisors may also be sent out through Outlook, and other emails for deadlines regarding scholarship applications and deadlines for graduation proposals are also sent through Outlook. Your student email is also used so you can stay informed through checking on the **Student Life Newsletter** and upcoming **Student Surveys**.

STUDENT LIFE NEWSLETTER:

Student Life E-News goes out on a weekly basis and helps inform students about upcoming events, student clubs, the student government association, the schedule for food trucks on campus, community service opportunities, scholarship deadlines, and other aspects of student life here at JSCC.

STUDENT SURVEYS

Your voice matters! By taking a few minutes to complete college surveys and course evaluations, you're helping shape the future of your education. Your feedback gives instructors and administrators valuable insights into what's working and what needs improvement. Whether it's about course content, teaching methods, online learning tools, or college services, your input helps create a better learning experience for you and your classmates. It's quick, confidential, and makes a real difference—so please speak up and help make your college even better!

Student Surveys and Evaluations Administered by the Office of Institutional Research and Accountability

* These are the regularly scheduled surveys—occasionally, there will be additional surveys sent for special circumstances, emerging institutional needs, or targeted feedback on specific initiatives.

Survey or Evaluation	Who?	Administered	How Administered	How JSCC Uses the Results
The Survey of Entering Student Engagement (SENSE)	Entering first-time freshmen	Every other Fall term (next administration is Fall 2026)	Via campus email	Results of this survey are compiled into dashboards to inform strategic decision-making for the institution and are reported to the state for additional funding.
The Community College Survey of Student Engagement (CCSSE)	All students	Every other Spring term (next administration is Spring 2026)	Via campus email	Results of this survey are compiled into dashboards to inform strategic decision-making for the institution and are reported to the state for additional funding.
Campus Climate for Students	All students	Every Fall term (next administration is Fall 2026)	Via campus email	Results are reviewed by all areas of the college to make improvements to services provided
Course Evaluations	All students in all courses	Every Spring and Fall semester (next administration is Fall 2026)	Via eLearn in D2L	Results of this survey are used to inform faculty on improvements to their course delivery.
Graduate Exit Survey	Graduates	Upon completion of graduation proposal	Via campus email	Results of this survey are reviewed by all areas of the college to make improvements to services provided.

FREQUENTLY ASKED QUESTIONS

WHAT DO I DO IF I FIND MYSELF FALLING BEHIND IN MY COURSEWORK?

1. Reach out to your instructor. There may be points earned from assignments that will contribute to your overall course average. Review the grade distribution for the course and see how assignments are weighted for your overall class.
2. Seek help through resources available through our Learning Resource Center and Academic Assistance Center.
3. Dropping a class: Consult with financial aid before dropping a class. Dropping below a full-time course load may affect eligibility. Dropping a course must be done prior to a drop deadline.
4. Late Withdrawal: Students can drop past the drop deadline, but this is for extenuating circumstances (ex: sickness). This process requires documentation and instructor approval.
5. Taking an Incomplete. If a student has completed the majority of the coursework. Getting an "I" (Incomplete) for the course may be a solution. This also requires documentation instructor approval. The student's grade would be updated upon completing the remaining coursework. Failure to complete the remaining assignments within six weeks will result in the "I" to be converted to an "F".

HOW DO I FIND MY CLASS?

STEP 1: Look at your schedule. It will tell you key information about your classes. 1) Days and Times: beside your class you will see the times and days your class meets. The following abbreviations are used to represent the days your class will meet: M = Monday, T = Tuesday, W = Wednesday, R = Thursday, and F = Friday.

STEP 2: Check the Location: We offer classes on our campuses in Jackson, Savannah, Lexington, and Gibson County locations. A campus map and locations for our centers can be found in the appendix of this document.

STEP 3: See what modality your classes are set up for. Classes are offered face-to-face, but we also have classes available in online formats, FLEX, and hybrid. A) Online classes don't have scheduled times in which they meet. Although there is not a set meeting time, students are expected to log in multiple times a week and complete assignments according to their due dates. B) FLEX classes meet via live streaming. Unlike online classes, there are set times for the class to meet each week. C) Hybrid classes combine modalities of online and face-to-face sections. Part of the class may meet in person, and there are assignments and activities to be completed online.



FREQUENTLY ASKED QUESTIONS

WHAT ARE CREDIT HOURS AND GPA?

- Credit hours are the amount of hours awarded for each class, which depends on the amount of time spent in the class each week.
- Grade Point Average (GPA) is calculated the number of hours you have taken and the letter grade awarded for each class. Each letter grade receives a corresponding point: A = 4 points, B = 3 Points, C = 2 points, D = 1 point, and F = 0 points. For each class, the points are multiplied for each course based on the amount of credit hours for the course. These values are added up together to quality points: For example a student below:

• An "A" is received for Course 1 (3hrs)	$4 \times 3 = 12$
• A "B" is received in Course 2 (3hrs)	$3 \times 3 = 9$
• A "C" is received in Course 3 (4hrs)	$2 \times 4 = 8$
• A "B" is received in Course 4 (3hrs)	$3 \times 3 = 9$
Quality points	38

Quality points divided by total credit hours is how GPA is calculated, so the example student would have a 2.92 GPA (38/13).

- GPA is important. Some state and federal programs require students to maintain a certain GPA to remain eligible. A student's GPA can determine whether or not they are eligible for transfer scholarships, and if a student's GPA is below a 2.0, they will not have met graduation requirements.





JSCC GLOSSARY

A.A. DEGREE:

an associate of arts degree is a two-year undergraduate degree with a focus on general education requirements and liberal arts. Students completing this degree may use credits earned to transfer to a four-year university/college. Degree requirements are similar to an associate of science degree, but different electives, like foreign language.

A.A.S DEGREE:

an associate of arts degree is a two-year undergraduate degree with a focus on a specific career field discipline (ex: Nursing, Engineering Systems Technology, and Computer Information Technology). Students completing this degree may use the credentials and licensing required through their degree program to enter the workforce. Degree requirements are more focused on a specific skillset.

A.S. DEGREE:

an associate of science degree is a two-year undergraduate degree with a focus on general education requirements and disciplines like science and technology. Students completing this degree may use credits earned to transfer to a four-year university/college. Degree requirements are similar to an associate of science degree but may have more room in the elective requirements for discipline specific courses.

ACADEMIC FRESH START:

Academic Fresh Start is a plan of academic forgiveness which allows undergraduate students who have experienced academic difficulty to make a clean start upon returning to college after an extended absence. The Academic Fresh Start allows eligible students to resume study without being penalized for his/her past unsatisfactory scholarship and signals the initiation of a new QPA/GPA to be used for determining academic standing. Readmitted students who were formally enrolled in the institution as well as transfer students who meet institutional requirements for admission and who have been separated from all institutions of higher education for a minimum of four (4) years, and who have not received a credential are eligible for Fresh Start. More information about Academic Fresh Start can be found in the JSCC Academic Catalog.

ACADEMIC PROBATION:

This status indicates that a student did not meet the retention standards of the college and is no longer in good academic standing. See the JSCC Academic Catalog for more details. Students are strongly encouraged to immediately seek the assistance of their advisor to develop a plan of study and support activities which will include one or more of the following guidelines:

- Taking a course load of twelve (12) semester hours or less.
- Registering for one or more courses for which the student received a "D" or an "F" grade.
- Establish regular appointments with their advisor.

ACADEMIC SUSPENSION:

This status indicates that a student did not meet the required retention standards of the college while on academic probation. The student shall be placed on academic suspension and required to stay out of college for the following semester (excluding summer term). The summer term cannot be used for this purpose when suspension occurs upon completion of the spring semester. *See the JSCC Academic Catalog for more details.

COURSEWARE:

includes using an external learning platform to post assignments and instructional material made available through a textbook publisher/company. (ex: Pearson, Cengage, etc.). The use of courseware is common in some courses, like math.

DEGREEWORKS:

Is a program available through jWeb that allows students to see their GPA and the percentage of completion a student has for earning a degree. This can be a useful tool to plan your schedule each semester. There is a feature that allows students to generate a report to see the percentage of completion for another degree pathway. Reach out to the advising department if you need assistance using this program.

ELEARN:

This is the online learning management system that is used at JSCC. Here you can find course shells for your active classes, which may contain educational materials needed to complete your coursework. This is similar to platforms like Blackboard and Canvas that are used at other colleges. In addition to eLearn, some of your professors may utilize courseware to post assignments and materials.

FAFSA:

(Free Application for Federal Student Aid): This application helps students become informed of what grants, scholarships, and programs they are eligible to help cover the cost of college. The resources available will vary depending on what eligibility requirements a student meets.

FINANCIAL AID SUSPENSION:

Financial Aid Suspension happens when you fail to meet the Satisfactory Academic Progress (SAP) standards, and as a result, you lose eligibility for financial aid.

GOOD ACADEMIC STANDING:

Means you are meeting your school's academic standards (see SAP).

JHUB:

The jHub is the place to go for all student questions. The jHub is located in the center of the Student Services building. It is the place to go for campus navigation, parking passes, and student ID's. The jHub also provides free snacks for students with a lounge area. To contact the jHub for any question that need to be answered call (731) 424-3520 ext. 58844 or email answers@jscc.edu.

J NUMBER:

this is the student identification number used at JSCC. This may be used to verify your identity for certain services and/or to access confidential information. Your J number is conveniently located on the back of your JSCC student ID.

JSCC CARES:

JSCC has an on-campus food pantry, in which its purpose is to supply not only food, but other items students may need such as hygiene products, diapers, wipes, toiletries, etc. There are no criteria that must be met to have access to this pantry, other

than being a current student at Jackson State Community College. To access these resources, contact Dr. Morgan, Dean for Students, at deanforstudents@jscc.edu or see the jHub in Student Services Building.

JWEB:

This is an online information management system that is separate from eLearn.

OER: (OPEN EDUCATIONAL RESOURCES):

According to UNESCO, Open Educational Resources (OER) are learning, teaching and research materials in any format and medium that reside in the public domain or are under copyright that have been released under an open license, that permit no-cost access, re-use, re-purpose, adaptation and redistribution by other. Some of your classes may be using an OER as a cost-free resource for the textbook.

PLACEMENT TESTING:

Students are placed in Learning Support classes based on ACT/SAT, High School GPA, and Transfer credits. Students may take an ACCUPLACER exam in different subject areas to test out of a learning support class.

SATISFACTORY ACADEMIC PROGRESS (SAP):

Federal and state regulations that require that students meet certain academic standards to be eligible for financial aid.

- GPA: Maintaining a minimum cumulative GPA of 2.0.
- PACE: Successfully completing a certain percentage (66.67%) of the classes you have attempted.
- Attempted Hours (MAXHRS/AMAX): Not exceeding the maximum number of credit hours allowed for your degree.

THE NEST:

JSCC Gymnasium that is used for events like basketball and volleyball events.

TITLE IV FUNDING:

Includes federal financial aid programs like Pell Grants, student loans, and work-study. Title IV funding can also allow students to use funds to pay for their books.

TITLE IX:

Jackson State does not discriminate on the basis of sex, sexual orientation, or gender identity/expression in its education programs or operations, including employment therein and the admission of students thereto. Jackson State is required by Title IX of the Education Amendments of 1972, and regulations issued pursuant thereto (45 C. F. R., Part 86 and by Section 799A and 845 of the Public Health Service Act, and regulations issued pursuant thereto), not to discriminate in such manner. Inquiries concerning the application of the acts and regulations of Jackson State may be referred to the Director of Compliance and Risk, (731) 424-3520, ext. 50326. The office is currently located in the Nursing Building, Room 217. Students who believe that they have been subjected to sexual discrimination or harassment may contact the Dean for Students (working in conjunction with the Campus Title IX Coordinator) for guidance on the resolution process.

TN ACHIEVES:

A partner organization that supports TN Promise students through mentoring and community service tracking.

TN PROMISE:

A last-dollar scholarship that covers tuition and mandatory fees at community colleges for recent high school graduates.

TN RECONNECT:

A last-dollar state grant for adults (typically 23 or older) without a college degree to attend community college tuition free.

TTP: TENNESSEE TRANSFER PATHWAY:

These are degree programs/pathways that contain courses designed to fulfill the degree requirements of various programs offered at four-year colleges/universities in the state of TN.

SUCCESS TIPS



1. DON'T HESITATE TO REACH OUT FOR HELP

At the first time of trouble, contact your professor and use services like tutoring and the academic assistance center.

- a. See if your professor has office hours available and find out the best way to reach them (email or eLearn) to set up an appointment.
- b. JSCC has free tutoring/academic support in a variety of areas. Meeting with students who have previously been successful in the course you are struggling in can give you specific advice for that class.

2. TIME MANAGEMENT

Use or make a calendar to keep up with key dates for your classes.

- a. Digital and physical calendars can be beneficial to keep up with due dates for assignments.



- b.** To focus on your work, turn off your phone. Use your phone to set reminders.
- c.** Spread out the work when you can and prioritize tasks according to deadlines.
- c.** Students have access to CashCourse in jweb, which can help them work on a personal budget, recover from debt, pay for college, and handle their money.



3. WORK TOGETHER

Your peers can be a great support network.

- a.** Setting up Study Groups with your peers.
- b.** Provide assistance to one another and hold each other accountable.
- c.** Have someone in your class you can reach out to if you miss or have questions about an assignment.

4. FINANCIAL PLANNING:

College can be expensive. Use resources available to help cover the costs of classes and other expenses.

- a.** Check out what type of financial aid/support and scholarships you qualify for.
- b.** JSCC Cares (food bank & Resources + JSCC Foundation, and Student Relief Funds)

5. SELF-CARE

When you are feeling stressed and overwhelmed, don't forget to take care of yourself physically, emotionally, and mentally. Engaging in some of the behaviors below when you are stressed can help you manage a student work life balance.

- a.** Prepare and eat a nutritious meal.
- b.** Take a relaxing shower or bath
- c.** Go outside for a walk and get some fresh air
- d.** Make quiet time for yourself to practice deep breathing and meditation.
- e.** Get plenty of sleep and take naps when needed.
- f.** Engage in movement/exercise

APPENDIX

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A) JSCC ADVISOR CONTACT LIST

B) INSTRUCTIONS FOR DIRECT DEPOSIT SET UP

C) TITLE IV AUTHORIZATION SET UP

D) MULTIFACTOR AUTHENTICATION SET UP
INSTRUCTIONS

E) ONLINE PAYMENT SET UP

F) PRY PLAN SET UP INSTRUCTIONS

G) CAMPUS MAP AND CENTER LOCATIONS



A. JSCC ADVISOR CONTACT LIST:

Nikki Castles, Relational Advising Coach
(Health Sciences & Nursing)



Email: [lcastles@jscc.edu](mailto:ncastles@jscc.edu)

Phone: (731) 425-2633

Office: Nursing (N) 210

<https://shorturl.at/o5PMI>

Jennifer Cronin, Next Steps Advisor



Email: jcronin@jscc.edu

Phone: (731) 425-2652

Office: Student Center (SC) 137

<https://shorturl.at/2i9rj>

Joretta Ellison, Advising Coach

(Humanities & Social Sciences;
General Studies)



Email: jellison9@jscc.edu

Phone: (731) 424-3520 ext. 50318

Office: Nelms Classroom Building (CLR) 115I

<https://shorturl.at/tel5Z>

Kathy Fisher, First Steps Advisor



Email: kfisher5@jscc.edu

Phone: (731) 425-2649

Office: Nursing (N) 211

<https://bit.ly/ScheduleMeetingKathyFisher>

Korean Harris, Next Steps Advisor



Email: kharris22@jscc.edu

Phone: (731) 425-2628

Office: Student Center (SC) 140

<https://shorturl.at/UI7XB>

Oliver Koons, First Steps Advisor



Email: okoons@jscc.edu

Phone: (731) 425-8825

Office: Student Center (SC) 138

<https://shorturl.at/aRatF>

Eric Morris, First Steps Advisor



Email: emorris2@jscc.edu

Phone: (731) 425-8828

Office: Student Center (SC) 134

<https://shorturl.at/RX2jt>

John Phelps, Advising Coach

(Math & Natural Sciences; General Studies)



Email: jphelps2@jscc.edu

Phone: (731) 424-3520 ext. 50434

Office: Student Center (SC) 136

<https://shorturl.at/Uw8nJ>

Cindy Werner, Advising Coach

(Business & CITC, Engineering Systems;
General Studies)



Email: cwerner2@jscc.edu

Phone: (731) 425-2608

Office: McWherter Center (MCW) 225B

<https://shorturl.at/vUrfm>




B. INSTRUCTIONS FOR DIRECT DEPOSIT SET UP



2046 North Parkway | Jackson, TN 38301

STUDENT DIRECT DEPOSIT SETUP for REFUNDS

1. Go to www.jsc.edu
2. Click on Students section at the top of the website
3. Click on jWeb button 
4. Student Quick Links – Click on Direct Deposit Setup – new secure window opens to Touchnet portal



5. Click on Refunds
6. Click on Set up a New Account
7. Complete the Account Information boxes – READ the information box for what is needed to complete the setup and each field is required
8. Click Continue
9. Read the agreement, then check the I Agree box, click Continue.

Example of Routing/Account Number:

Your Name
1234 Main St
Any Town, USA 12345

Date _____

Pay To The Order Of _____ \$ _____

Your Bank Name
Address of Your Bank
Any Town, USA 12345

For _____

⑆ 123456789 ⑆ ⑆ 000123456789 ⑆ ⑆ 1234

Routing Number Account Number Check Number
DO NOT USE

IMPORTANT

Please ensure your account information is accurate/current to avoid any delays in receiving your refund.

For assistance or questions:

Contact the Business Office at 731-425-2603 or bos@jsc.edu

Office of Business Services

P 731.425.2603 | 1.800.355.JSCC (5722) x52603 | F 731.425.9557 | jsc.edu

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C. TITLE IV AUTHORIZATION SET UP



2046 North Parkway | Jackson, TN 38301

TITLE IV FINANCIAL AID REFUNDS & BOOK CHARGES

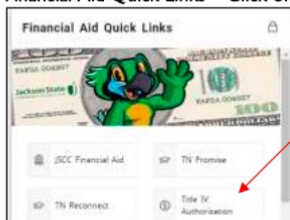
Students whose total financial aid is greater than the cost of tuition/fees may be entitled to a refund of the excess aid. Excess financial aid may be used to charge required books to your student account.

Key Information:

- Student must attend all classes before your aid can be disbursed.
- Refunds are generally issued the third week after classes begin. Students enrolled in late start terms will not receive a refund until after late sessions have started and attendance is verified for all classes.
- Students must do a Title IV authorization to allow book charge against excess financial aid.
- Books may be charged the week before and during the first two weeks of full-term classes.
- Book charges are only available through the Campus Bookstore (in store or online).
- Refund amounts are reduced by the charged book costs.
- Authorization is necessary only one time per academic year.

If you are due a refund and want to charge books to your account:

1. Go to www.jsc.edu
2. Click on Students section at the top of the website
3. Click on jWeb button
4. Financial Aid Quick Links – Click on Title IV Authorization



5. Select the current aid year and submit
6. Click on Resources/Additional Information tab
7. Select Authorize on both questions and hit submit

For assistance/questions regarding Title IV Authorization setup:

Contact the Financial Aid Office at 731-425-2605 or fao@jsc.edu.

Office of Business Services

P 731.425.2603 | 1.800.355.JSCC (5722) x52603 | F 731.425.9557 | jsc.edu

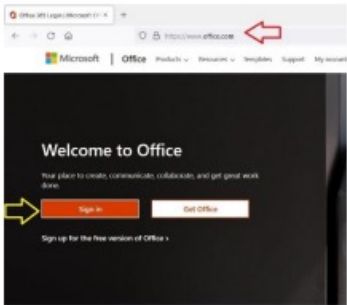
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D. MULTIFACTOR AUTHENTICATION SET UP INSTRUCTIONS

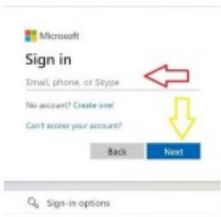
Jackson State Community College uses Multifactor Authentication (MFA) to provide security to its network and users.

Questions? Call the JSCC office of IT at (731) 424-3520 ext 50294 or email at oit@jscc.edu

- Go to <https://portal.office.com> and click **Sign In**



- Enter your email address (ex. username@jscc.edu), and click **Next**

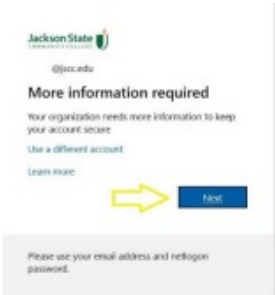


- Enter your password, then click **Sign in**

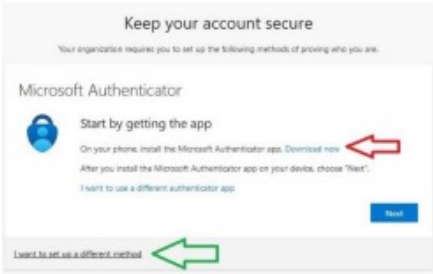


D. MULTIFACTOR AUTHENTICATION SET UP INSTRUCTIONS

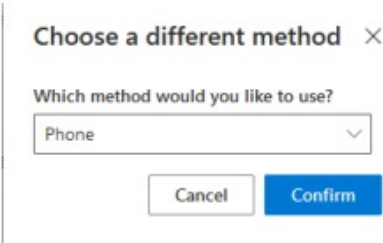
- On the window that appears, click the **Next** button



There are two methods for MFA – We recommend choosing to set up MFA using the phone/text message option. **To set up MFA using the text message click the link “I want to use a different method” (Green Arrow).** Pay close attention to the window shown below.



You should see the following screen. **Select Phone.**



D. MULTIFACTOR AUTHENTICATION SET UP INSTRUCTIONS

You'll then see this screen

- Enter phone number starting with area code and no dashes.
- Choose either Text me a code or Call Me
- Click Next

The screenshot shows a web interface titled "Keep your account secure" with a subtitle "Your organization requires you to set up the following methods of proving who you are." Below this is a section titled "Phone". The text says: "You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?" There is a dropdown menu for the country, currently set to "United States (+1)", and a text input field containing "7315555555". Below the input field are two radio buttons: "Text me a code" (which is selected) and "Call me". A small disclaimer states: "Message and data rates may apply. Choosing Next means that you agree to the [Terms of service and Privacy and cookies statement](#)." At the bottom right is a blue "Next" button. At the bottom left is a link: "I want to set up a different method".

- Enter the code that is sent to your phone into the box
- Click Next
- Your MFA should be set up when you see the DONE screen.

The screenshot shows the same "Keep your account secure" interface, but now it's asking for the verification code. The text says: "We just sent a 6 digit code to +1 7315555555. Enter the code below." There is a text input field containing "555555". Below the input field is a link: "Resend code". At the bottom right are two buttons: "Back" and "Next". At the bottom left is a link: "I want to set up a different method".



E. ONLINE PAYMENT INSTRUCTIONS



2046 North Parkway | Jackson, TN 38301

ONLINE PAYMENT INSTRUCTIONS

Instructions for making an online payment to your account. This is **NOT** how to setup a Payment Plan for Fall/Spring terms.

- 1. Go to www.jssc.edu
- 2. Click on Students section at the top of the website
- 3. Click on jWeb button 
- 4. Click on “pancake” menu option in jWeb – Select Student – Select Pay Bill 
- 5. Account Summary window opens up – Click on the Pay Now button
- 6. New secure window opens to Touchnet portal – Click on Make Payment button
- 7. Select Payment Option
 - a. Current Account Balance
 - b. Pay By Term
 - c. Amount Due – amount can be changed to pay amount different than current account balance
- 8. Click Add and then click Continue



- 9. Select Payment Method and follow all prompts
- 10. Click Submit Payment button to finalize payment

For assistance or questions:
Contact the Business Office at 731-425-2603 or bos@jssc.edu

Office of Business Services
P 731.425.2603 | 1.800.355.JSCC (5722) x52603 | F 731.425.9557 | jssc.edu
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F. PAY PLAN SET UP INSTRUCTIONS



2046 North Parkway | Jackson, TN 38301

PAY PLAN SETUP INSTRUCTIONS

Key Information:

- Minimum account balance of \$400
- Enrollment Fee - \$10
- Late Payment Fee - \$25/per each late payment
- 50% tuition/fees due on first payment – remaining 50% is split into 2 installments of 25% each
- Installment due dates cannot be changed
- Payment plan only available Fall & Spring semesters – NOT available for Summer
- Payment plan available through first 2 weeks of full-term (15 week) semester

Setup Instructions:

1. Go to www.jsc.edu
2. Click on Students section at the top of the website
3. Click on jWeb button 
4. Click on "pancake" menu option in jWeb – Select Student – Select Pay Bill



5. Account Summary window opens up – Click on the Pay Now button
6. New secure window opens to Touchnet portal – Click on Payment Plans button



7. Click on Enroll Now button
8. Select current Term and click on Select button
9. Payment Plan Enrollment terms are displayed – click on Select button
10. Down payment and installment dates/amounts are displayed – click on Continue button
11. Select Method of Payment and click on Continue button
 - a. Credit/Debit Card
 - b. Electronic Check (Checking/Savings account)
12. Follow prompts for credit/debit card or electronic check information and click Continue button
13. Scroll through and read the Payment Plan Agreement – click checkbox beside "I agree to the payment plan agreement" statement
14. Click Continue button
15. Follow additional prompts until enrollment is complete

For assistance or questions:

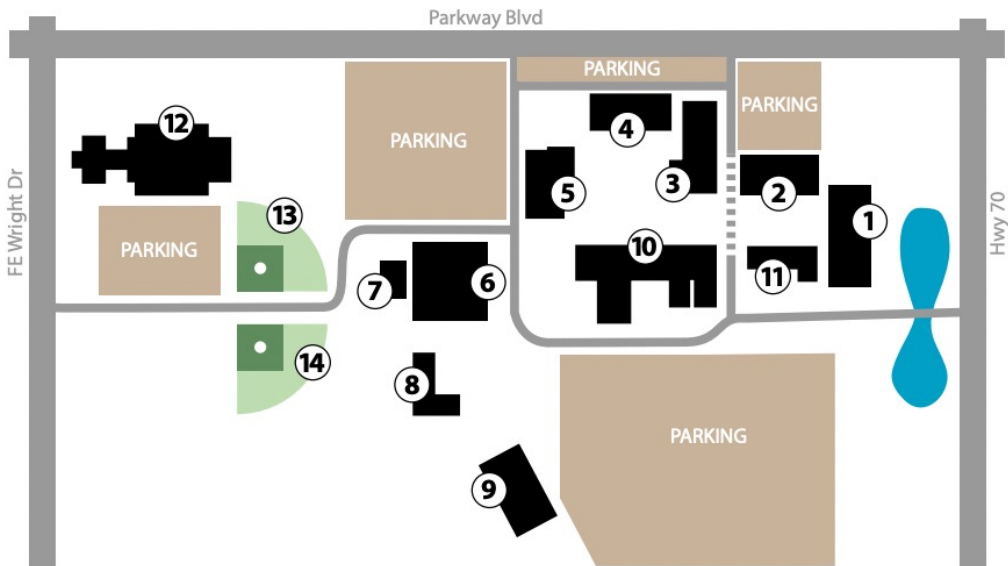
Contact the Business Office at 731-425-2603 or bos@jsc.edu

Office of Business Services

P 731.425.2603 | 1.800.355.JSCC (5722) x52603 | F 731.425.9557 | jsc.edu

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G. CAMPUS MAP AND CENTER LOCATIONS:



- ① **Health Sciences Building**

② **Nursing Building**

③ **Student Center**

 - Admissions and Records
 - Registration Center
 - Bookstore
 - Counseling
 - Financial Aid
 - Security
- ④ **F.E. Wright Administration Building**

 - President
 - Business Office
 - Financial and Administrative Affairs
 - Human Resources

⑤ **Library**

⑥ **Gymnasium and Music**

⑦ **Art Building**

⑧ **Maintenance and Operations**

⑨ **Future Physical Plant**
- ⑩ **Walter L. Nelms Classroom Building**

⑪ **Science Building**

⑫ **McWhorter Center**

 - Ayers Auditorium
 - Kisber Board Room

⑬ **Jack Martin Baseball**

⑭ **Softball Field**

JSCC Satellite Campuses



Gibson Co. Center:
2071 US Highway 45 Bypass Trenton, TN 38382
731-425-8836



Lexington-Henderson Co. Center:
932 E. Church St., Lexington, TN 38351
731-968-5722



Savannah-Hardin Co. Center:
840 South Pickwick St., Savannah, TN 38372
731-925-5722

