



The Peninsula's Community College

# **Veteran's Handbook**

*Procedures for Workforce Development Programs*

**Volume 1, Number 1**

**Fall 2021**

Thomas Nelson Community College

Workforce Development

99 Thomas Nelson Drive

Hampton, Virginia 23666



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# Veteran’s Handbook

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## Introduction

This handbook describes procedures for courses of study and programs offered to Veterans by Thomas Nelson Workforce Development. It is supplement to the College Catalog, Student Handbook, Advanced Standing Guide and Schedule of Classes posted online each term and updates as necessary to remain current.

### Workforce Development Contact Information

#### Office Hours: Monday – Friday 8:30am – 4:30pm

(Exceptions may occur at times at any location. Call ahead and/or check online)

Web Address: [www.tncc.edu/workforce](http://www.tncc.edu/workforce)

General Information	(757) 825-4070
Williamsburg Workforce Center	(757) 345-2823

The following information is provided for the Veteran who wishes to take a TNCC Workforce Development course or program and is not sure how to start the process.

#### VETERAN'S EDUCATION BENEFITS – WHERE TO GO FOR HELP, INFORMATION AND QUESTIONS

***The Virginia Department of Veterans Services, Veterans Education & Training provides the following website address and the toll free phone number for general questions on Veterans Education Benefits:***

Internet: [www.gibill.va.gov](http://www.gibill.va.gov)

Toll Free Call: 1-888-GIBILL1 (1-888-442-4551)

TNCC also has a webpage with other links to general information on the process.

<https://tncc.edu/military/veterans>

**Thomas Nelson Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges. Workforce Development is a division of the College and, as such, is covered by the College's accreditation status.**



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## 2021 – 2022 NON-CREDIT ACADEMIC CALENDAR



The following dates are to be used as a guideline for determining the start and end dates of the terms. To find term-specific dates (add/change, drop, etc.) for individual sessions, refer to the Schedule of Classes at [www.tncc.augsoft.net](http://www.tncc.augsoft.net).

### Fall 2021

Registration Opens:	July 19
Labor Day (College Closed):	September 6
Non-Credit Classes Begin:	September 1
Thanksgiving Break (College Closed):	November 25-28
	<i>College closes at noon on Wednesday November 24</i>
Last Day of Non Credit Classes:	December 22
Winter Holiday Break (College Closed):	December 23-January 2

### Spring 2022

Registration Opens:	October 25
Non-Credit Classes Begin:	January 3
MLK Holiday (College Closed):	January 17
Last Day of Non Credit Classes:	April 30

### Summer 2022

Registration Opens:	March 21
Non-Credit Classes Begin:	May 2
Memorial Day (College Closed):	May 30
Juneteenth (College Closed):	June 17
Independence Day (College Closed):	July 4
Last Day of Non Credit Classes:	August 31

## **I. Registration**

Registration for all programs are continuous. For each program, registration being at the start date published for each semester and continues until midnight the day of the first scheduled class.

Registration requirements for Workforce Development (Non-Credit) certificate programs are as followed:

1. Must be 18 years of age;
2. Must have a high school diploma or equivalent

\*\*Any program may have specific registration requirements that may differ from one program to another. For more information on any registration requirement, please see the specific program description in Appendix B.\*\*

## **II. Attendance**

The minimal attendance requirements for earning Continuing Education Units (CEU) within a course or program is 75% of the total class hours of instruction provided. General policies relating to leave of absence, general absence, class cuts, makeup work, and tardiness are listed below:

1. Absence: All absences should be coordinated/discussed with instructors whether planned or unplanned. Excused absences are allowed for all medical reasons, a death in the family, or other extreme emergencies. The student may be asked to provide proof of reason for absence.
2. Class cuts: If the student cuts class, they are marked absent.
3. Make-up work: Submission of make-up work is at the discretion of the instructor. Some programs may not authorize students to submit make-up work, regardless the situation. It is the student's responsibility to communicate and coordinate with their instructor, as soon as possible regarding any make-up work.
4. Tardiness: If a student is late to class longer than half the session, the student will be marked absent for the day.
5. Interruption for unsatisfactory conduct: If a student is asked to leave a class due to unsatisfactory conduct, he or she will be marked absent for that class session.

## **III. Standards of Grades and Progress**

All students must attend 75% of the scheduled instructional time and meet the grading criteria set by the course instructor in order to receive a Certificate of Completion.

The following grades are assigned at the end of a course to indicate the completion of the course:

S – Satisfactory: Participant has received a final grade of 70% or higher and has attended a minimum of 75% of scheduled instruction. (This is the only grade for which CEUs and a Certificate of Completion are awarded.)



U – Unsatisfactory: Participant has received a failing grade or did not meet the attendance requirements. A failing grade differs from one course to the next, please see program descriptions in Appendix B for specific requirements. Participant may opt to repeat the course (by re-registering and paying for the course again) in hopes of receiving a satisfactory grade. Each course attempt will reflect on the student's record.

N – No Show: Participant registered and paid for the course, but did not attend nor withdraw from the course.

W – Withdraw: Participant has withdrawn before the completion of the course or program.

#### **IV. Student Conduct**

All students are entitled to a safe environment conducive to learning. Each individual student is considered a responsible adult and is expected as such to maintain standards of conduct that are appropriate to membership in the College community. Students of the College are expected to conduct themselves in an acceptable manner, both within the College and elsewhere. When student conduct tends to discredit or injure the College, the Chancellor (and through delegation, the College administration) is authorized by the State Board of Community Colleges to intervene and impose such penalties as deemed appropriate. Virginia Community Colleges guarantee to each student the privilege of exercising his or her rights of citizenship under the constitution of the United States without fear of prejudice.

##### **A. Disruptive Student Behavior**

Disruptive student behavior is student behavior that disrupts or interferes with the educational mission of the College. Disruptive behavior interferes with a College member's ability to perform his or her duties in a classroom, office, any on-campus venue or open space, off-campus school sponsored activity, event or course, or behavior that interferes with students' rights to learn in an academic environment free of distraction. Thomas Nelson will not tolerate disruptive behaviors include but are not limited to:

- Persistent personal conversations with other class members that interfere with the instructor's teaching or other student's participation in the class.
- Eating in class.
- Failing to respect the rights of other students who express their viewpoints.
- Talking when the instructor or others are speaking.
- Constant questions or interruptions which interfere with the instructor's presentation.
- Being overly inattentive (e.g. sleeping or reading the paper in class).
- Creating excessive noise with papers, book bags, etc.
- Entering class late or leaving early.
- Use of pagers or cell phones in the classroom.
- Inordinate or inappropriate demands for time and attention.
- Poor personal hygiene (e.g. noticeably offensive body odor).





## **B. Student Code of Conduct**

The College reserves the right to maintain a safe and orderly educational environment for students and staff. Therefore, when, in the judgment of College officials, a student's conduct disrupts or threatens to disrupt the College community, appropriate disciplinary action will be taken to restore and protect the orderliness of the Thomas Nelson community. This code contains procedures for dealing with alleged student violators of College standards of conduct to which students must adhere and the penalties that may be imposed for the violation of those standards. It also contains descriptions of the standards of conduct to which students must adhere and the penalties which may be imposed for the violation of those standards.

1. **Violations:** A student who commits one of the following violations on campus or any other instructional site or activity or event will be subject to disciplinary action:
  - Use, possession, or distribution of narcotics or hallucinatory drugs or controlled substances of any nature.
  - Unauthorized use or consumption of alcohol.
  - Alteration or falsification of official College records.
  - Failure to pay a debt owed to the College or presentation of a check with intent to defraud.
  - Possession on one's person or in ones' automobile of illegal or dangerous weapons (e.g. knives, guns, etc.).
  - Gambling of any nature on College property or during College activities unless officially authorized by the College (i.e. state lottery).
  - Any form of hazing (subjection of another to any embarrassment, ridicule, or physical, psychological or abusive act or harassment).

## **V. Reinstating Student**

A student may be entitled to reinstatement without having to re-qualify for admission if:

- The student returns to the same institution after a cumulative absence of not more than five years, and
- The student provides notice of intent to return to the institution not later than three years after the completion of the period of service.

## **VI. Requests for Academic Waiver Based on Prior Learning and/or Experience**

All students using Veterans Administration (VA) benefits must submit all records and transcripts of training, official college transcripts for evaluation, and a written waiver request for potential waiver of a Workforce Development course. Guidelines are listed below:

1. All requests for waiver are forwarded to the Program Coordinator for approval. Program Coordinator may delegate request to an appropriate content expert instructor.
2. All requests must be submitted in writing and contain the following:
  - a. Name
  - b. All applicable content information including mailing address; phone; e-mail; etc.
  - c. Date
  - d. Student number
  - e. Waiver documentation (item #4 below)
3. All written waiver requests must also:
  - a. Specify which course(s) is/are to be waived
  - b. Be for individual courses that are part of a Professional Certificate Program
4. Documentation:
  - a. Transcripts from a college, university or appropriately authorized and third-party monitored professional training provider
  - b. Certificates from an college, university or appropriately authorized and third-party monitored professional training provider
  - c. Signed and dated VA state application (DD214) for occupational experience
  - d. Other documentation of work experience such as portfolios of appropriately verified detailed work experience
  - e. Workforce Development Program Coordinators, Managers and Administrators may consider documented results of academic skills testing from appropriately authorized and third-party monitored professional testing providers for class waivers on a case-by-case basis.
5. Waiver guidelines:
  - a. Courses from all training providers are considered on a case-by-case basis. The primary consideration in evaluating these documents will be verification of specific skills learned and demonstrated at a level consistent with the content of the Workforce Development class requested for waiver.
  - b. Because Workforce Development courses are short-term classes, waivers will apply only to entire courses. (Individual courses within multi-course programs of study for Professional Certificate Programs may be waived according to the terms and conditions set forth in this policy. This will reduce the training time required for the entire Professional Certificate Program.)
  - c. The appropriateness of a waiver to a particular program is dependent upon approval and acceptance by the Director of Instruction, or designee for the program.
  - d. Some courses may not be considered do to the recent change in technology or curriculum as it pertains to a particular career field.
  - e. Up to 25% percent of a professional certificate program's courses may be waived.
  - f. Waivers are for one Professional Certificate Program only.

6. Processed waiver requests are kept on file for one calendar year.
7. For students using VA benefits, TNCC will maintain a written record of the prior education and/or training of the veteran or eligible person and that when Workforce Development course waivers are granted for previous education and/or training. The eligible person and U.S. Department of Veterans Affairs will be notified accordingly and informed as to the amount of training time that will have been reduced as a result of the waiver being granted.
8. Completed waiver requests (including documentation of approval or non-approval) will be filed with the Program Coordinator and in the WFDev Enrollment and Registration Office with the Professional Certificate request.

## **VII. Refunds**

Refunds are granted to students if the refund request meets at least one (1) of the following criteria:

1. Students may withdraw from a class in person or by phone up to three business days before the class begins and receive a full refund or transfer to another class.
2. When a class is canceled by the college, registered participants are given the option of attending another section of the same class (if available) or a full refund.
3. All refunds are issued via check through the state treasurer's office and generally take six to eight weeks.
4. Books which are purchased separately are not included in refunds. Books included in the cost of tuition must be returned in "as new" condition for full refund. (Damaged books will result in appropriately adjusted refund amount.)
5. When Customer Service receives a request for a refund staff will:
  - a. Ask for the student's name and the class (e.g., Nurse Aide) they want to drop.
  - b. Find the individual's information in WES or SIS student information system.
  - c. Verify supervisor's approval for refund.
  - d. Verify the complete mailing address, including apartment number and zip code.
  - e. Verify social security number as one is required for all refunds.
6. Print "cancel" page from WES and provide print-out to WD staff responsible for processing refunds.

### **Veterans:**

For students using Veterans' benefits, the unused portion of the tuition and/or fees paid by the person shall be refunded. The exact amount of the refund will be determined based on the ratio of the numbers of hours of instruction the person completed as of date of withdrawal (according to official advance notification of withdrawal submitted by the enrollee in writing – e-mail is acceptable – to the

College) to the total number of instructional hours in the course. [Example: A person attends five (5) hours out of twenty (20) total instructional hours and notifies the College in writing prior to the beginning of the sixth hour of instruction. This person has completed 25% of the class. Therefore, this person would receive a refund of 75% of the total tuition and/or fees.] All refunds will be processed out of the College within 30 days, though actual refund checks may take up to an additional six (6) to eight (8) weeks for processing out of the Virginia Treasurer's Office.

**Military Exceptions:**

Military members and/ or military spouses that receive orders to be reassigned to another geographic location are eligible for a full refund. To qualify for a refund, a valid copy of reassignment orders must be provided at the time the student requests to withdraw from a course.



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## Appendix: Instructional Staff

### Welding

Earl Williams- 26 years teaching 18 years Norfolk Naval Shipyard, 8 years- TNCC. AWS Certified Welder

Joe Crosby- 3 years at Newport News Shipbuilding (NNS), 2 years at TNCC. AWS Certified Welder

Cameron Smith 6 years teaching experience: 1 year at Newport News Shipbuilding (NNS), 5 years at TNCC. AWS Certified Welder

Dave King- 42 years teaching experience: Newport News Shipbuilding (NNS) 32 years, Newport New Adult Continuing- Education- 22 years. 1.5 years at TNCC. AWS Certified Welder

Bobby Perkins- 18 years teaching experience; 13 years North Carolina Community Colleges, 5 years TNCC. AWS Certified Welder, National Center for Construction Education and Research (NCCER)

### Certified Clinical Medical Assistant

Mary E. Romero, M.D. 7 years teaching experience

### Phlebotomy Technician

Zina Sturgeon, RN, 2 years teaching experience, 37 years' experience

Tracey Richardson, RN with more than 10 years' experience

Mary E. Romero, M.D. 7 years teaching experience

### EKG Technician

Erla Seals, Registered Nurse with more than 35 years' experience

### Nurse Aide Education

Paula Crew, Registered Nurse with more than 10 years' experience

Linda Scott-Stone, Registered Nurse with more than 35 years' experience

### Pharmacy Technician

David Chernitzer, Pharmacist, 18 years' teaching experience, 35 years' experience

Cassandra Fontenot, with more than 10 years' experience

### Personal Fitness Training

World Instructor Training Schools (W.I.T.S.) – contracted vendor

### Information Security Professional

Nick Pierce, A+; Network+; Security+. MS, East Coast Polytechnic Institute, 2014, six (6) years teaching experience

Sammie Wright, A+; Network+; Security+.