



SOUTHERN  
ADVENTIST UNIVERSITY

Power for Mind & Soul

# INFO FOR PARENTS

ANSWERS TO FREQUENTLY ASKED QUESTIONS



# Welcome to the family at Southern Adventist University!

As a parent, you probably have as many questions as your student (if not more) about what to expect. That's why we've created this information booklet just for you.

Southern remains dedicated to providing a meaningful, life-changing on-campus experience as safely as possible.

If you have a question that's not answered in this booklet, we invite you to get in touch with us. There are many helpful numbers located at the back. Or if you're not sure whom to contact, call **1.800.SOUTHERN** so we can connect you with the person best able to help.

Thanks so much for entrusting us with your student. We hope you treasure the experience of watching your young person grow in service to God and humanity.

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# QUESTIONS ABOUT PARENT INVOLVEMENT

## How will Southern communicate with me?

### Parent Website

By visiting [southern.edu/parents](http://southern.edu/parents), you can find online parent orientation sessions along with pertinent information regarding student jobs, parking permits, campus events, a link to the digital student handbook, final exam schedules, where to stay when visiting, and more.

#### PARENT ORIENTATION

Sessions designed to help you understand your student's transition into university life.

READ  
MORE

On the parent webpage, you'll find the Parent Portal button. By clicking on this link and logging in, you will be able to view information about your student's major, class list, GPA, and financial statements, as well as contact information for his or her enrollment adviser, financial aid adviser, and residence hall dean.

#### PARENT PORTAL

Convenient access to your student's information.

LOGIN  
HERE

PARENT  
PORTAL  
HELP

These features are available to all parents who have students listed as dependents on their tax forms; however, your student must first send you an electronic invitation to create an online account in order for you to access the Parent Portal and view information.

If you don't find what you're looking for on the parent page, call Records and Advisement at 423.236.2899.

### Parent Newsletter and Emails

To help bridge the information gap between parents and the university, Southern produces a printed parent newsletter, *Panorama*. It offers parents a glimpse of what life on campus is like for students through employee profiles, student life articles, a special question-and-answer column, and more. The publication is mailed to parents once a semester and supplemented by an electronic newsletter delivered between print issues. You can sign up for the e-newsletter at [southern.edu/parents](http://southern.edu/parents).

### Columns Magazine

Parents will automatically receive issues of the university magazine, *Columns*, each fall and spring. You can also view issues online at [southern.edu/columns](http://southern.edu/columns).

### University Calendar

The dates of Southern events, activities, and deadlines, among other details, are online at [southern.edu/calendar](http://southern.edu/calendar).

# Where do I send mail and packages?

All addressing on mail and packages to students should include first and last name of the recipient as well as the appropriate room number. **Please do not ship or mail any items to your student before July 5.**

To avoid redirection and delays, mail and packages to students should never be addressed to P.O. Box 370 or 4881 Taylor Circle as these addresses are intended for employees and university departments only.

Please use one of the following addresses for your student:

## **FOR THATCHER HALL**

*Name of Resident*  
Room #  
P.O. Box 529  
4871 Taylor Circle  
Collegedale, TN 37315

## **FOR TALGE HALL**

*Name of Resident*  
Room #  
P.O. Box 569  
4891 Taylor Circle  
Collegedale, TN 37315

## **FOR THATCHER SOUTH and FOR SOUTHERN VILLAGE**

*Name of Resident*  
Room or Apartment #  
P.O. Box 2218  
4841 University Drive  
Collegedale, TN 37315

Be sure to use **both** the P.O. Box and the physical address on all items. When filling out information online, most vendors provide an option for a second address line. Additionally, be sure to use the correct zip code, which is 37315. Items will NOT get to the campus if any other zip code is used.

For more information, contact [lpatterson@southern.edu](mailto:lpatterson@southern.edu).

## Where can I order flowers or a gift basket?

The Village Market on campus can help you celebrate birthdays or other special occasions for your student. Say “Get well,” “We are proud of you,” “Hang in there,” or “We love you” with a special balloon or gift basket. Gift baskets can include fruit, cookies, nuts, and crackers, among other items. Prices start at \$25. Additionally, the Village Market offers seasonal potted plants and succulents. Call 423.236.2300 for more information.

A few other local options for flowers and gift baskets include:

- » Bate’s Raintree Florist (423.892.6112, batesraintreeflorist.net)
- » Blluum (423.541.6767, blluum.com)
- » Chattanooga Flower Market (423.899.2440, chattanoogaflowermarket.com)
- » Edible Arrangements (423.622.8884, ediblearrangements.com/stores/4513-brainerd-rd-chattanooga-tn-37411)
- » Grafe Studio (423.468.4172, grafestudiofloralartists.com)
- » Piece-a-Cake Bakery (423.396.3334, pieceacakeccdale.com)
- » Ruth’s Florist by KB (423.238.5994, ruthsfloristbykb.com)
- » Valley Flowers (423.521.1509, valleyflowerstn.com)

## When should I visit and where can I stay?

Parents are always welcome on campus. Southern hosts Parents Weekend on odd years, and this special event is a great time for you to attend class with your student, participate in your student’s weekend activities, and see some of his or her favorite places on campus. To learn more, log in to the Parent Portal at [southern.edu/parents](https://southern.edu/parents) and click on “Plan a Visit” in the list of topics under the portal and orientation buttons.

### Campus Accommodations

Guest rooms may be available during the summer in Guest Lodging on the south end of campus. Space is limited and dependent upon student housing needs. Private baths, kitchens, and dining areas complement two-bedroom suites, each with free Wi-Fi. Information about apartment types and rates can be found at [southern.edu/lodging](https://southern.edu/lodging), as well as information about our partner hotels. Please call 423.236.7000 for booking and reservation availability or feel free to email [guestlodging@southern.edu](mailto:guestlodging@southern.edu) with any questions.

### Hotel Accommodations

If you are planning a trip to the area, these hotels aren’t far from campus and sometimes offer a discount to those visiting Southern, but the university cannot guarantee rates:

- » Hampton Inn—Ooltewah (423.305.6800)
- » Holiday Inn Express—Ooltewah (423.591.8500 or 888.465.4329)
- » Springhill Suites—Ooltewah (423.301.5669)

# Can I help my student purchase textbooks?

Southern partners with BNC Services/MBS Direct to provide a customized online bookstore offering new, used, rental, and e-book options. Textbooks are no longer sold on campus, except for a few select self-published titles.

Your student may charge books to his or her Southern account (referred to as “using a voucher” by BNC) or pay using a credit/debit card or PayPal.

Order dates and details are communicated to students via their Southern emails once they have registered for courses. BNC’s fall online book store opens August 1. Companies continue to report delays and suspended shipping guarantees due to the pandemic, so please encourage your student to place his or her order soon.

Your student’s books will be delivered to The Southern Shoppe in the Bietz Center for Student Life to be picked up upon arrival on campus, and ID will be required. Please note that if orders placed with BNC Services are charged to your student’s Southern account, the charges show up on statements as The Southern Shoppe charges. The customer service number for BNC is 800.325.3252. If you need additional help, call The Southern Shoppe at 423.236.2152.

The online store also provides access to a marketplace of third-party sellers, although students cannot charge these purchases to their accounts. Please note that neither BNC nor The Southern Shoppe can control when marketplace orders ship or help with customer service for these orders.

## Steps for Ordering Textbooks and Class Materials

- › Register for classes and then wait 24-48 hours for your student’s book list to load into the system. The list will show materials needed for classes along with any special instructions.
- › Go to **southern.edu/bookstore** via the link sent to your student in an email from BNC Services to their Southern email account.
- › **To pay using a credit card**, click on the “Let’s Get Started” button.
- › **To pay using your student’s ID card**, you will need the Access Code that was sent to the student’s university email account. Click the “Use It Here” button.
- › Enter your student’s ID number, including the leading zero.
- › When course information appears, read all information and instructions carefully, and then make selections.

A more detailed list of instructions can be found at **southern.edu/shoppe** by clicking on the “Textbooks” tab. All communication regarding your student’s order will be from BNC Services via his or her university email account, so please encourage your student to check for messages regularly. Courses accessed through e-Class (Inclusive Access) will not be billed from BNC Services until **after** Southern’s drop/add date as listed at **southern.edu/calendar**.

# QUESTIONS ABOUT ACADEMIC PROGRAMS AND SERVICES

## How much should my student plan to study?

On average, your student needs to study two hours for every one hour in class. When making a schedule, your student should pay special attention to the total number of credit hours for which he or she has registered. Each credit hour represents an hour of class time per week.

## Who can advise my student on courses and changes in major?

A summer advising program is in place from the time fall registration opens in April through the first day of class. During this time, advisers are standing by to assist new students.

This support team is available year-round to answer both registration and general questions and help new students set up their Southern accounts. Call 423.236.3100 or email [fye@southern.edu](mailto:fye@southern.edu). Find additional details on page 20 of this booklet or at [southern.edu/fye](http://southern.edu/fye).

When your student enrolls at Southern, he or she is assigned an academic adviser based on the major selected on the application. Your student can log in to **southern.edu/access**, choose the “Academics” tab and then “Academic Profile” in the center dropdown. If an adviser’s name is not listed under “List: Advisers,” contact Records and Advisement at 423.236.2897.

Each semester before registration, students are encouraged to schedule meetings with their advisers to go over class options and discuss the credits and courses needed to graduate on time. Whenever your student has questions about what he or she should be doing academically, encourage a visit with the adviser. Students can make an appointment by emailing, calling, or stopping by the adviser’s office.

If the adviser is not available within a reasonable period of time, consult the program director, dean, or chair of the school or department.

A student can request a different adviser by filling out the “Change Adviser” form online at [southern.edu/records](http://southern.edu/records).



# Are there group study rooms on campus?

McKee Library offers eight private study rooms and a presentation lab that students can reserve online at [southern.edu/library](https://southern.edu/library) or in the library using their campus cards. All study rooms have a white board, and some have media capabilities.

In the Bietz Center for Student Life, students have access to two first-floor study rooms and three on the third floor, all with white boards, monitors, and electrical consoles. QR codes are posted that link to an online reservation system.

Talge Hall, Thatcher Hall, and Thatcher South each have multiple study areas—open lobbies used almost exclusively for individual or group study, first come, first served.

# Is academic help available for my student?

## Tutoring Center

Located in McKee Library, the Tutoring Center offers free individual and group tutoring to any Southern student. The center provides tutoring for more than 70 upper and lower division courses, as well as tutoring to help students with academic success skills and ACT preparation. All tutors are students who have demonstrated mastery in the courses and are recommended by their departments. For more information, visit [southern.edu/tutoring](https://southern.edu/tutoring), email [sfordham@southern.edu](mailto:sfordham@southern.edu), or call 423.236.2578.

## Writing Center

The Writing Center, also in McKee Library, provides free writing support to any member of the Southern community. The center is staffed by a full-time director and experienced undergraduate tutors from a variety of academic disciplines. Trained to respond to writing assignments from across the university's curriculum, these tutors can help writers with brainstorming, paragraph development, organization, grammar, citation, academic writing conventions, English as a second language, and issues of clarity and style, to name a few. For more information, visit [southern.edu/writingcenter](https://southern.edu/writingcenter), email [sfordham@southern.edu](mailto:sfordham@southern.edu), or call 423.236.2384.

## Research Coaching

McKee Library's reference librarians offer free research coaching sessions to assist students in locating, understanding, and using high-quality research materials. To schedule an appointment, visit [southern.edu/library](https://southern.edu/library) and click "Research Coaching."

## Academic Support

Resources are available to all Southern students who strive to make the most of their college experiences. Key staff members and graduate students are designated to focus on those who may be at risk for withdrawal from the university. Anyone—faculty, staff, deans, advisers, students, and parents, among others—can refer a student for this tailored support by calling 423.236.2838 or emailing [ast@southern.edu](mailto:ast@southern.edu).

# What important dates should I know?

Following is a schedule to help you plan for your student's next few years of college:

<b>Academic Year</b>	<b>2023-2024</b>	<b>2024-2025</b>	<b>2025-2026</b>
<b>New student orientation</b>	August 16-18	August 24-25	August 20-22
<b>First semester classes begin</b>	August 21	August 26	August 25
<b>Midterm break</b>	October 12-15	October 17-20	October 16-19
<b>Midterm grades viewable</b>	October 18	October 23	October 30
<b>Thanksgiving break</b>	November 20-26	November 25-December 1	November 24-30
<b>Semester exams</b>	December 11-14	December 16-19	December 15-18
<b>Winter graduation</b>	December 14	December 19	December 18
<b>Final grades viewable</b>	December 19	December 24	December 23
<b>Christmas break</b>	December 15-January 7	December 20-January 12	December 19-January 11
<b>Second semester classes begin</b>	January 8	January 13	January 12
<b>MLK Community Service Day</b>	January 15	January 20	January 19
<b>Midterm grades viewable</b>	March 13	March 19	March 17
<b>Spring break</b>	March 8-17	March 14-23	March 13-22
<b>Semester exams</b>	April 29-May 2	May 5-8	May 4-7
<b>Spring graduation</b>	May 5	May 11	May 10
<b>Final grades viewable</b>	May 8	May 14	May 13

<b>Summer</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
<b>Summer begins</b>	May 6	May 12	May 6
<b>SmartStart classes begin</b>	July 29	July 28	July 29
<b>Classes end</b>	August 22	August 21	August 22
<b>Summer ends</b>	August 22	August 21	August 22

# What is the final exam schedule?

You are encouraged to check the exam schedule on the university website—[southern.edu/examschedule](https://southern.edu/examschedule)—before making plans or booking airline tickets for your student to return home for Christmas or summer break to avoid overlapping a vacation and a test.

For more information about exam schedules, call Records and Advisement at 423.236.2899.

The screenshot shows the Southern Adventist University website. The header includes the university logo and navigation links: APPLY, VISIT, DEGREES, TUITION, and MENU. A left sidebar contains a menu with items like Records Home, About Us, Advisement, Catalogs, Exam Schedule (highlighted), Forms, FERPA, Reports, Student Planning, Transcripts, Transfer Equivalencies, Frequently Asked Questions, and Contact Us. The main content area is titled 'EXAM SCHEDULE' and features a 'Fall 2021' section with two links: 'Exam Schedule organized by Semester Class Time' and 'Exam Schedule organized by Exam Week Time'. A paragraph explains that both schedules contain the same information, differing only in how they are viewed. Below this is a numbered list of four points regarding exam security, timing, and rescheduling policies.

**EXAM SCHEDULE**

Fall 2021

[Exam Schedule organized by Semester Class Time](#)

[Exam Schedule organized by Exam Week Time](#)

*The two exam schedules above contain the same information. The difference is how they are viewed. You can view the new version organized by the semester class time or the traditional exam week model.*

1. Because of problems concerning time, expense, fairness, and test security, **final examinations must be taken as scheduled** in the official examination schedule.
2. The 8:00 a.m. test period includes classes starting before 8:00 a.m. that continue into the 8:00 a.m. hour. Classes that meet after 6:00 p.m. will be given at the regular class time during test week.
3. If a course does not include a final examination, the class should plan to meet during the scheduled time since it is counted as a part of the total instructional time.
4. Students with four exams on one day, or with three exams scheduled consecutively, may request to have an exam rescheduled. See the Associate Vice President for Academic Administration for a request form. Travel arrangements that include early departure should not be made prior to receiving written authorization from the Associate Vice President for Academic Administration. Rescheduling a midterm or final exam is \$100 per class.

# Can my student study abroad?

## Adventist Colleges Abroad

While enrolled at Southern, students can study around the world through Adventist Colleges Abroad (ACA). If your student is interested in the ACA program and wants to discuss yearlong and summer program options and course requirements, he or she should make an appointment with the Modern Languages Department by calling 423.236.2395 or emailing [pierren@southern.edu](mailto:pierren@southern.edu). Students are strongly encouraged to study abroad during their sophomore year of college.

Expenses for a student's year abroad are processed through Southern's Student Finance office. For financial information and other specifics about ACA schools, visit [acastudyabroad.com](http://acastudyabroad.com). Students are responsible for all expenses not included in the ACA package price, such as airfare and visa processing fees.

### *Academic Year*

- » Arabic: Middle East University (Beirut, Lebanon)
- » French: Campus Adventiste du Salève (Collonges-sous-Salève, France)
- » German: Seminar Schloss Bogenhofen (bei Braunau am Inn, Austria)
- » Italian: Istituto Avventista Villa Aurora (Florence, Italy)
- » Spanish: Escuela Superior de Español (Sagunto, Spain) and Universidad Adventista del Plata (Entre Rios, Argentina)

### *Summer*

- » French: Campus Adventiste du Salève (Collonges-sous-Salève, France)
- » German: Seminar Schloss Bogenhofen (bei Braunau am Inn, Austria)
- » Hebrew: Jerusalem Study Center (Jerusalem, Israel)
- » Italian: Istituto Avventista Villa Aurora (Florence, Italy)
- » Spanish: Escuela Superior de Español (Sagunto, Spain)

## Study Tours Abroad

Some departments on campus offer three- to six-week-long study tours during the summer. Not every tour occurs each year; most are biennial.

Common tours include but are not limited to:

- » Africa Study Tour (School of Business)
- » Archaeology Excavation Tour (School of Religion)
- » China Study Tour (School of Business)
- » Europe Study Tours (History and Political Studies Department or School of Social Work)

# How can I view grades?

Even though parents of college students aren't sent report cards the same way that they are for elementary or high school students, you can still be in the loop.

During registration, students are given the option of allowing parents to view their grades and other information. If your student neglected to do this during registration, he or she can update privacy settings at any time by going to **southern.edu/grantaccess**. Your student must send you an invitation to create an account in order for you to be able to view grades online.

If your student is a legal dependent, you have the right to view grades whether or not he or she grants permission. Fax proof of student dependency (such as a tax return) to Records and Advisement at 423.236.1899 as an alternate way to receive your student's grades.

Once you have authorization to view, visit **southern.edu/parent** and select the Parent Portal login to begin.

The screenshot displays the Southern University website interface. At the top, the Southern University logo is on the left, and navigation links for "DEGREES TUITION", "APPLY", and "VISIT" are on the right. Below the header, a message states: "We're glad your student is attending Southern. You can view information helpful to you as a parent by viewing the topics below." A prominent "PARENT INFO" button is centered. A breadcrumb trail reads: "Home > Connecting with Southern > Information for Parents". Below this, a link for "May 2022 Graduation Information" is visible. The main content area features two large dark grey boxes. The first box, titled "PARENT PORTAL", includes the text "Convenient access to your student's information." and two buttons: "LOGIN HERE" and "PARENT PORTAL HELP". The second box, titled "PARENT ORIENTATION", includes the text "Sessions designed to help you understand your student's transition into university life." and a "READ MORE" button. Both boxes feature a decorative graphic of two overlapping white diamonds.

# What are the options for chapels, convocations, and vespers?

Spiritual growth is dependent on both personal and corporate worship. While all students are encouraged to cultivate their own devotional lives, they also need opportunities to come together for spiritual fellowship.

Additionally, Southern encourages student participation in cultural and educational programming outside the classroom to ensure a well-rounded experience. The university's Spiritual and Cultural Enrichment Program fills these needs through a credit system (see detailed requirements on next two pages).

You can read further details about Southern's spiritual environment and programs not found in this section beginning on page 24.

Following are some of the scheduled worship options that students can choose to attend throughout each week to earn enrichment credit:

## Morning Meditation Schedule

Monday through Friday: 7:30 a.m.  
(Talge Hall Chapel, co-ed)

## Evening Chapel Schedule

Sunday: 9:30 p.m.  
(hall worships in Talge)  
Sunday: 10 p.m.  
(hall worships in Thatcher/  
Thatcher South)

Tuesday: 8 p.m.  
(Thatcher Hall Chapel, co-ed)

Saturday: Evensong, time varies  
(Collegedale Church)

## Friday Night Vespers

Vespers begins at 7:30 p.m. in the Collegedale Church of Seventh-day Adventists. You can watch live online at [southern.edu/vespers](http://southern.edu/vespers).

Students also can earn enrichment credits by attending convocations, the Performing Arts Series, and more.

## Convocations

Convocation is held each Thursday at 11 a.m. Although many convocations have spiritual content, others celebrate and honor academic achievement with programs that enrich the classroom experience.

In addition to regularly scheduled convocations, evening convocations are offered throughout the year.

## Performing Arts Series

Southern's Performing Arts Series brings musical and cultural performers from around the world to campus.

Details about convocations and performing arts are available online at [southern.edu/studentdevelopment](http://southern.edu/studentdevelopment).

Additionally, performances by the university's own musical groups are listed at [southern.edu/musicevents](http://southern.edu/musicevents).

## Requirements

Both residential and community students are required to attend a set number of events during each semester as determined by class standing. Part-time students (those taking 6-11 credit hours) must still follow the applicable residence hall or community requirements for their class standing.

Exempt students include married students, students with children, veterans, students age 23 or older at start of semester, students who have already earned 124 hours, and students completing student teaching, as well as consortium and 100%-online students.

## Enrichment Credits

Students earn enrichment credits in the following increments:

- » **1 Credit:** morning meditations, evening worships, Evensong, and convocations sponsored by official student organizations, classes, or academic departments or schools.
- » **2 Credits:** LifeGroups, vespers, week of prayer meetings, Thursday convocations, and Performing Arts Series programs.

Additionally, credits can be earned by attending a large number of other events that are not listed here. Posters and announcements of these events across campus inform students if attendance can earn credits.

Students are required to earn at least 25% of their credits from programming with primarily a cultural emphasis.

Students can easily track how many total requirements have been completed and the percentage of each type by logging into their Southern accounts, clicking “Residence Life” in the Bookmarks section and then “Worship.”

**ABODEHMS**

Term: 2019-2020 Winter | 01/01/2020 - 05/10/2020

**SOUTHERN**  
ADVENTIST UNIVERSITY  
Power for Mind & Soul

34 / 42 (Required progress: 80%)

9 / 11 (Culture progress: 81%)

Date	Worship	Credits	Culture	Presenter
01/16/2020	Convocation	2	Yes	No
01/20/2020	MLK Day	1	Yes	No
01/17/2020	Vespers	2	No	No
01/23/2020	Convocation	2	Yes	No
01/24/2020	Vespers	2	No	No
01/27/2020	Student Week of Prayer - pm	2	No	No
01/26/2020	Music	2	Yes	No
01/31/2020	Vespers	2	No	No
01/30/2020	Convocation	2	No	No
02/06/2020	Convocation	2	No	No
02/13/2020	Convocation	2	Yes	No

Home

Student

Housing Application

Roommate Selection

Room Selection

Move-In Appointments

Curfew

Worship

Detailed below are the number of total enrichment credits per semester that each class standing is required to earn:

### Residential Students

- Freshmen = 60 credits (15 cultural)
- Sophomores = 55 credits (14 cultural)
- Juniors = 32 credits (8 cultural)
- Seniors = 30 credits (8 cultural)
- Graduating seniors (bachelor's) = exempt for semester in which graduation occurs

### Community Students

- Freshmen = 40 credits (10 cultural)
- Sophomores = 36 credits (9 cultural)
- Juniors = 32 credits (8 cultural)
- Seniors = 30 credits (8 cultural)
- Graduating seniors (bachelor's) = exempt for semester in which graduation occurs

### Penalties

Missed requirements are assessed at the end of each semester as follows:

- » **Fewer than 10 credits missed**
  - First offense = probation
  - Second = probation  
\$5 fee per missed credit
  - Third = probation  
meet with vice president  
\$5 fee per missed credit
  - Fourth = semester suspension
- » **10 or more credits missed**
  - First offense = probation  
\$5 fee per missed credit
  - Second = probation  
meet with vice president  
\$5 fee per missed credit
  - Third = semester suspension

» **More than 50% of credits missed will result in one or more of the following:**

- 1) A hold on registering for classes for the following semester
- 2) Loss of student leadership position
- 3) Ineligibility for upperclassmen student housing

### Reductions

Reductions are rare and only for exceptional situations, such as:

- » Commuter students with no Thursday classes or other campus commitments
- » Nursing students with clinicals during the convocation hour
- » Nurses with regular shifts on Thursday mornings or Friday evenings
- » Students with campus positions that cannot close during convocation or vespers, such as Food Services staff and department desk jobs that require 24-hour staffing.

If one or more reductions apply to a student's situation, he or she should complete the petition form at [southern.edu/convoreduction](http://southern.edu/convoreduction).

If you have questions or need more information, contact Student Development at 423.236.2814 or visit [southern.edu/studentdevelopment](http://southern.edu/studentdevelopment).



# QUESTIONS ABOUT STUDENT SUPPORT

## What happens if my student gets sick?

The University Health Center provides medical services for primary and acute/subacute conditions, illnesses, and injuries, as well as makes referrals to area healthcare providers and hospitals for students and employees.

Under the supervision of a physician (who is available to see students at pre-arranged times), nurse practitioners and registered nurses work regular office hours, which are normally 8 a.m. to 12 p.m. and 1-5 p.m. Monday through Thursday and 8 a.m. to 12 p.m. on Friday.

Whenever possible, visitors should make an appointment.

Available services include:

- » acute care
- » minor illnesses and injuries
- » immunizations
- » physicals and gynecological exams
- » lab tests
- » worker's compensation
- » screening and treatment for depression and anxiety
- » allergy injections
- » COVID-19 testing

A registered nurse is available for students with medical questions or concerns, and her office is located in Thatcher Hall. The deans in all residence halls are prepared to refer students with **medical emergencies** to local outpatient clinics as well as hospitals in Chattanooga.

**Charges incurred at the University Health Center are applied to the student's account.** For students enrolled in United Healthcare Student Resources through Southern, claims are submitted. For students using private insurance, walk-out statements can be provided.

**Students who enroll at Southern before they turn 18 must have a medical consent form on file at the University Health Center signed by a parent or guardian.**

Medical information is protected under FERPA privacy laws. Medical records are not accessible to anyone other than professional staff at the University Health Center.

The health center retains medical and immunization records for 10 years after a student has left the university. To request copies of records, please submit a Medical Information Release Authorization form, which is available at [southern.edu/universityhealthforms](https://southern.edu/universityhealthforms) or by calling 423.263.2713.

# Is my student required to purchase an insurance plan offered through the university?

The university requires all students to have adequate accident and health insurance that complies with the Affordable Care Act, covering both inpatient and outpatient services. Each student's insurance plan should be valid in Tennessee for emergency and non-emergency care. The same coverage is encouraged for spouses and dependents of students.

**All students** must submit the Health Insurance Enrollment and Verification form **prior** to the start of **each semester**.

Your student can scan this code to access and complete the form.

Alternatively, he or she can access the form through



his or her Enrollment Checklist in the student portal.

Students taking 6 or more credit hours (3 or more credit hours during any summer session) or living in university housing are required to either provide proof of their own insurance or enroll in the plan offered by the university. Students who have signed a waiver form and later decide to enroll in the insurance plan may do so, but the premium is not prorated. A refund of the premium is allowed only upon entry into the military services.

For more information about the healthcare plan offered by United Healthcare Student Resources, visit [uhcsr.com/southern](http://uhcsr.com/southern).

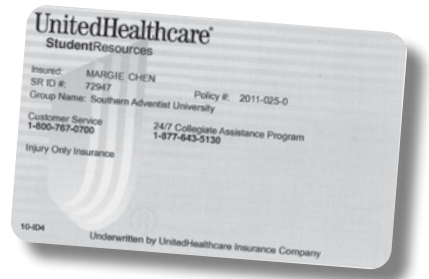
## What if my student is injured on campus?

Injury Only insurance is included in the school general fees for each respective semester and is afforded to students taking 6 or more credit hours. This coverage is for students who are accidentally injured on campus or during a school-sponsored trip.

Students are welcome and encouraged, but not required, to be seen at the University Health Center for injuries.

For any life-threatening injuries, students should go to a local emergency room and advise medical facilities to bill the Injury Only policy as primary insurance.

The limit for this plan is \$2,500 per occurrence and will cover eligible medical expenses. For policy information, such as benefits, exclusions, terms and limits, and to access the insurance ID card, visit [uhcsr.com/southern](http://uhcsr.com/southern).



# What if my student is depressed or needs counseling?

College is a time of transition, and with the new demands your student is facing, he or she may need some extra help coping.

Student Support Services offers opportunities for students to increase their knowledge about relationships, conflict resolution, career interests and abilities, stress and time management, test anxiety, learning differences, personal crisis, depression, selecting a major, value exploration, substance abuse, self-esteem, loss and grief, spiritual concerns, family issues, social concerns, adjustment to college, and referrals for additional services.

This support includes Counseling Services, which provides a variety of services at no additional cost that are designed to help when situations arise that might interfere with the college experience. A staff of professionally trained counselors is available to provide students with short-term counseling in a supportive, caring, and confidential environment.

Students may make an appointment with a counselor in Counseling Services to take an assessment to determine if depression or other mental health issues are present.

Because these conditions often go undiagnosed or are misunderstood, Southern participates in National Depression Screening Day, which takes place at university campuses across the country each fall. If you are concerned about your student's mental well-being, this is a good time to suggest he or she participate in the nonthreatening and confidential assessment.

For more information about services provided through Counseling Services or to make an appointment with a counselor, visit [southern.edu/counseling](http://southern.edu/counseling) or call 423.236.2782.

## Psychiatrist Appointments

Additionally, a psychiatrist is available at the University Health Center for a fee. Students may be referred to the psychiatrist either by their counselor or by a provider at the health center and should call 423.236.2713 to make an appointment.

**NOTE:** *If you have an urgent concern about your student's state of mental health, please contact one of the residence hall deans immediately (see page 41 at the back of this book for names and contact numbers).*

# How will Southern protect my student on campus?

As part of Southern's commitment to taking care of students, Campus Safety is on patrol 24 hours a day, seven days a week, and is always available to students, faculty, and staff at 423.236.2100.

Visit [southern.edu/campussafety](https://southern.edu/campussafety) to find safety information, policy statements, and Clery Act crime statistics in the Annual Security and Fire Safety Report.

Other services offered to the campus community by Campus Safety include:

- » on-campus accident response
- » security alarm monitoring and response
- » severe weather monitoring
- » emergency medical assistance
- » training in fire safety, personal safety, and self-defense
- » on-campus safety escorts after dark
- » emergency preparedness safety and security checks
- » incident response, investigation, and reporting
- » lost and found
- » safety equipment inspection
- » crosswalk safety control
- » emergency access requests
- » assistance for motorists who need a jump-start, air in their tires, or emergency gas

# How is sexual harassment addressed?

Under Title IX, any Southern student, employee, or third party participating in any university program or activity who wishes to report a complaint of sexual harassment against a Southern student or employee may do so at any time. The procedures for reporting a complaint are found in the unabridged version of Southern's Sexual Harassment Policy. The policy also includes the process of investigation and adjudication of alleged harassment; the rights of the complainants and the respondents; and a list of sanctions from which the Student Sexual Harassment Review Panel may choose should a person be found responsible for violating the university's policy on sexual harassment. Visit [southern.edu/sexualmisconductpolicy](https://southern.edu/sexualmisconductpolicy) to view additional policy details.

# How will my student be notified in the event of a campus emergency?

Southern has an emergency notification system that students may sign up for at [southern.edu/notify](https://southern.edu/notify) to receive text and/or voicemail notification in the event of a campus-wide emergency. Phone numbers are used for these situations only and are not shared. Other ways students may be notified include email, outdoor sirens, and indoor voice alarms in most buildings. Students are encouraged to listen to the voice alarms, which announce fire, tornado, lockdown, or other emergencies along with instructions to follow for the situation.

# How will Southern help my student make the transition from high school to college?

The freshman year can be exhilarating as well as challenging. Southern's First Year Experience (FYE) program is designed to help new students be successful and productive while exploring academic and career goals. The components of the program are detailed below:

- » **Advising Support** often begins remotely, sometimes months before an enrolled student arrives on campus. Knowledgeable and friendly advisers are available year-round to assist students who are deciding what classes to take. These front-line support members also connect students with academic advisers in their chosen areas of study to answer questions about degree requirements and other specifics related to their major. Call 423.236.3100 or email your questions to [fye@southern.edu](mailto:fye@southern.edu).
- » **Parent Orientation** sessions are offered virtually in July and August with one-hour recorded segments housed at [southern.edu/parents](http://southern.edu/parents). Learn about academic and support services, residence life, student activities, the enrichment program, health and safety, finances, student employment, and spiritual fellowships and ministries on campus.
- » **New Student Orientation** is required for all freshmen and transfer students. Before classes begin, this is an opportunity for students to receive an introduction to university life and to experience the social, spiritual, and academic programs that Southern offers. New students meet various faculty members while getting to know their peers as well. By the time students head to their first class, they're already feeling more comfortable on campus.
- » **Southern Connections** (NOND101) is a required, one-credit class during a student's first semester on campus. The class is designed to give first-year students the best tools for their college journey. Students are empowered to be active, responsible learners who can cope with academic demands while developing strong relationships with peers, faculty, and staff. Participants discuss and research topics of interest in a core subject area. Seminar participation facilitates social adaptation to the university environment and connections with professors within the student's major. Best of all, students are reminded to rely on God for strength and guidance throughout their learning experience.
- » **Student Mentors** are assigned to all new students so students have a person they can turn to throughout the year for advice and direction. These positive peer role models are established, successful students who build community with their groups through one-on-one visits, monthly worships with the entire group, and social activities. Mentors also attend the Southern Connections class with their mentees.

For additional details about the FYE program, visit [southern.edu/fye](http://southern.edu/fye) or contact Renita Moore, the program coordinator, at 423.236.2575 or [renitak@southern.edu](mailto:renitak@southern.edu).

# Can my student get career counseling?

Life Calling and Career Services offers career counseling as well as assistance with résumés, cover letters, interviewing skills, and job and graduate school search techniques. Career counseling helps students discuss their expectations for college and beyond while exploring the realities of the working world. Students are offered a private and comfortable environment for discussions.

A career counselor can help determine what assessments and activities will best help students identify their strengths, interests, and values. Many tools are available, and career counseling helps ensure accurate interpretation of the assessment results.

Students seeking to learn about possible career paths can schedule an appointment for career counseling by calling 423.236.2069 or visiting the Life Calling and Career Services office on the third floor of the Bietz Center for Student Life. For students who are currently enrolled, there are no fees for these services.

Students also can learn more about career options at [southern.edu/careers](https://southern.edu/careers). Online resources include tips for writing a résumé and a cover letter as well as links to the *What Can I Do With This Major?* website and PathwayU, an online career counseling companion to guide users toward discovering purpose and meaning.

# What if my student has a disability or a learning difference?

Students with documented or suspected disabilities should contact Disability Support Services (DSS) as soon as possible. Students are responsible to self-identify and to provide DSS with documentation of their disability.

Accommodations are individualized and flexible, based upon a student's request, the nature of the disability, and the academic environment. Accommodations are determined through a review of documentation and recommendation of the DSS Committee.

For students on the autism spectrum, DSS has developed a fee-based program, known as the Transition and Support Program (TSP). This program helps meet the unique needs of university students with autism spectrum disorder.

Once a student turns 18, he or she is protected by the Family Education Rights and Privacy Act. This means that DSS staff cannot talk to parents about their child's confidential information without written consent from the student. Students have a right to refuse to request or use services. DSS records do not become part of a student's academic record.

For more information, call DSS at 423.236.2544, email [dss@southern.edu](mailto:dss@southern.edu), or visit [southern.edu/disabilitysupport](https://southern.edu/disabilitysupport).

# What technical support does Southern offer to students?

Students experiencing computer problems can call the Information Technology (IT) Help Desk. IT provides technical assistance for student computers for most support issues free of charge. Typically if a computer is dropped off in the morning, it should be available for pickup before 5 p.m. the same day.

## Computer Software

Microsoft Office 365 (for Windows and Mac) and Windows products are available to students free of charge as part of Southern's campus license agreement with Microsoft. Current students taking at least one class at Southern are eligible to download Microsoft Office 365 at **portal.office.com**.

## Internet Filters

Southern's policy is to block access to internet sites with content pertaining to criminal skills, drugs, obscenity, gambling, hate speech, and sexual misconduct. However, if a professor or student feels that a site has been unnecessarily blocked, he or she may request that the URL be unblocked by visiting **southern.edu/IT**.

## Computer Labs

Because not all students come to college with personal computers, Southern has 250 computers available in labs across campus. The library alone provides 50 computers for general student use and offers students a chance to borrow a laptop or tablet from the circulation desk for in-library use.

## Cell Phone Coverage

Cell phone coverage is adequate in most areas on campus. Additionally, in order to boost the signal in the residence halls, Southern has installed repeaters for Sprint and Verizon. Alternatively, because of robust Wi-Fi coverage, students can use their smart phones' Wi-Fi calling feature.

For more information or to contact the IT support team, call 423.236.2712.

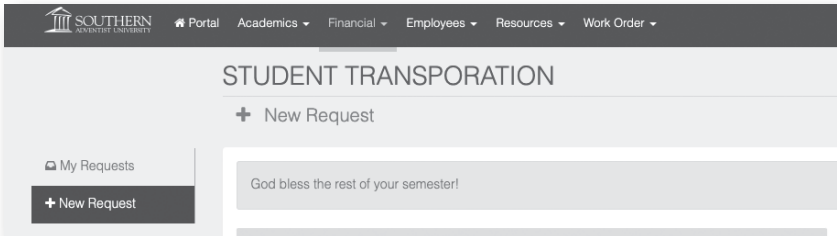
# How can students get rides to the airport and elsewhere?

During breaks, Southern offers students free local transportation to and from Chattanooga Airport and Groome Transportation.

These rides are coordinated through Transportation Services. Your student can sign up at [southern.edu/studenttransport](https://southern.edu/studenttransport) by choosing one of the scheduled dates and times that coordinates best with his or her travel plans. (Multiple stops could be made, so students should plan for travel time of at least 45 minutes to reach their destinations.) Reservations are required, and arrangements should be made at least 48 hours in advance or by 11 a.m. on Friday for Sunday transports.

For shuttle service to and from the Atlanta or Nashville airports, students should contact Groome Transportation directly by calling 423.954.1400.

When students have other local transportation needs, they may call East Ridge Cab Company at 423.629.7304. Additional options are available through the Uber and Lyft mobile apps.





# QUESTIONS ABOUT SPIRITUAL ENVIRONMENT

## How does Southern support spiritual growth?

Spiritual activities make Southern's campus special, giving students opportunities to mature their faith in Christ. Here's a look at some of the components that help make your student's college experience a time of spiritual growth. The Office of Ministry and Missions oversees the spiritual life of the campus with a mission to transform students' lives for eternity by providing an exceptional environment that empowers each to:

- » **find identity and value in Jesus**
- » **belong to a faith community**
- » **embrace a vocational calling**
- » **go where He leads**

We serve students in a variety of ways through the vice president for Spiritual Life, associate chaplain, assistant chaplain, director for Student Missions, and director for Christian Service. Together with employees and departments across the campus, we provide opportunities for every student to grow closer to Jesus.

Located in the Bietz Center for Student Life on the campus promenade, we are committed to journeying alongside our students. Feel free to call us at 423.236.2787, email [chaplain@southern.edu](mailto:chaplain@southern.edu), or visit [southern.edu/ministryandmissions](http://southern.edu/ministryandmissions).

### Find Identity and Value in Jesus

- » **Vespers** is held every Friday night at 7:30 p.m. on campus where speakers share the Gospel each week with student-led music and prayer. To view live streaming, visit [southern.edu/vespers](http://southern.edu/vespers).
- » **Afterglow** happens every Friday at 8:30 p.m. after the vespers service, providing space for students to build meaningful friendships, ask questions, share testimonies, and engage in music.
- » **Fall Week of Prayer** creates opportunities for students to hear from guest speakers to deepen their personal, growing relationship with Jesus Christ.
- » **Student Week of Prayer** is scheduled every winter semester and allows students to share with the campus community how God has changed their lives.
- » **Any student** can apply to be part of the team of student leaders who minister to the student body through a variety of spiritual initiatives, LifeGroups, and media ministries. Students may apply for open positions upon returning to campus after Christmas break by visiting [southern.edu/ministryandmissions](http://southern.edu/ministryandmissions).
- » **Individual** spiritual counseling, Bible studies, preparation for baptism, prayer, and premarital counseling are also available for all students.

## Belong in a Faith Community

- » **Residence Hall Student Chaplains** are assigned to Thatcher and Talge halls to visit residents and support the initiatives of the deans, including weekly worships (see page 13 for more details).
- » **LifeGroups** are student-led small groups where students are encouraged to join others to experience belonging through spiritual community. Students can choose from five different kinds of groups: activity-based, Bible study, book-based, support groups, and topical groups. All aim to inspire students to behold God personally and intimately. Any student interested in joining or leading a LifeGroup can visit [southern.edu/belong](https://southern.edu/belong).
- » The Office of Ministry and Missions is also partnering with **student-focused Adventist churches** and facilitating a connection between the local faith community and our students during their time at Southern and beyond. We desire our students to experience a vibrant faith through intergenerational faith communities and meaningful relationships. Collegedale Church of Seventh-day Adventists offers four Sabbath services on the university's campus. Times and locations may change due to the pandemic; details listed here represent normal circumstances:

**Adoration** is a traditional worship service held in the main sanctuary at 9 a.m. You can view it online at [southern.edu/streaming](https://southern.edu/streaming).

**Merge** is a multicultural worship service, planned and led by students, that meets at 11:45 a.m. in the Collegedale Academy Elementary school gym.

**Connect** is a contemporary, multi-generational worship service held in the auditorium of the Collegedale Academy elementary school at 9 a.m.

**Renewal** is the 11:45 a.m. sanctuary worship service, planned and led by students. Watch it online at [southern.edu/streaming](https://southern.edu/streaming).

More than two dozen Adventist churches in the surrounding communities provide students with a wide variety of choices on Sabbath mornings. Languages and worship styles vary. One example is **SuCasa**, the Collegedale Spanish American Church on Southern's campus, which hosts weekly services that are also streamed live at [sucasachurch.org](https://sucasachurch.org).

## Embrace A Vocational Calling

We empower students by identifying their unique talents and gifts to further God's calling in their lives. At Southern, students can take advantage of distinct resources made available to them, including:

- » **PathwayU**, a program offered by Career Services that guides students toward discovering purpose and meaning while exploring majors and occupations that align with their interests, personality, values, and workplace preferences (see page 21 for more information).
- » **CliftonStrengths**, coordinated through Southern's Center for Teaching Excellence and Biblical Foundations of Faith and Learning, helps students to assess and develop their greatest God-given talents. Email [cte@southern.edu](mailto:cte@southern.edu) or phone 423.236.2085 for additional information.

## Go Wherever God Leads

Service changes people. Whether you spend a few hours at a nursing home in Chattanooga or 10 months in Thailand teaching Buddhist kids, life gets better when you minister to humanity as the hands and feet of Jesus.

Southern encourages students to live a countercultural faith through serving others. There are exciting opportunities for students in all areas of study to serve locally, domestically, and internationally for a day, a week, or a year.

### » **Soul-winning And Leadership Training**

Southern's SALT program, offered through a partnership with It Is Written, provides students with hands-on experience giving Bible studies and sharing their faith with others. Classes are taken as a semester-long program (with academic credit available). For more information, visit [southern.edu/salt](https://southern.edu/salt).

### » **Evangelism Resource Center**

The ERC provides opportunities for students, regardless of academic major, to be involved in serving others by preaching the gospel. The ERC typically coordinates international mission trips during March, May, and November, including travel and lodging arrangements. The team also assists with mentoring, training, and fundraising for these trips. For more information, visit [southern.edu/erc](https://southern.edu/erc).

### » **Christian Service**

There are a variety of weekly opportunities for students to serve people in Southern's local community. Student-led ministries seek to follow Christ's method of meeting people's needs, nurturing friendships, and inviting them to experience the joy of a personal relationship with Jesus. Some ministries and partnerships include: the Feed My Sheep food pantry, caring for those who are sick or shut-in, art classes for children, and packing food for at-risk families. Find more information at [southern.edu/serve](https://southern.edu/serve).

Students also have the opportunity to create, co-lead, and participate in short-term mission trips globally. These Vision Trips intentionally provide students with a vision for how to integrate a commitment to missions in their future careers. The trips are typically during Spring Break and early in the summer months. Find more information at [southern.edu/vision](https://southern.edu/vision).

### » **Student Missions**

Since this program began in 1967, nearly 3,000 students have followed God's calling and served in more than 100 locations around the world. The Student Missions team is eager to assist students through the application, fundraising, and training processes. While students are serving in the field, they can expect to be supported through regular communications and care packages. A special task force is responsible for reviewing and monitoring specific opportunities for service as we continue to navigate the pandemic. For more information, visit [southern.edu/studentmissions](https://southern.edu/studentmissions).

# QUESTIONS ABOUT RESIDENCE HALL LIFE

## What are the residence hall policies?

Southern is a residential university, and single students under the age of 23 (who are enrolled for six or more credit hours and do not live with parents or legal guardians) must live in the residence halls. Research confirms that students who reside on campus perform significantly better, with higher GPAs and graduation rates, enhanced social lives, and enriched spiritual journeys.

Students living in campus housing, including residence halls and apartments, are **strongly encouraged to purchase property insurance**. This type of insurance covers student's personal property—electronics, clothing, textbooks, and furniture, among other items—in the event of accidental damage or other unforeseen emergencies. For more information about property insurance, contact a residence hall dean.

Moving into residence halls is by appointment only, as this helps eliminate long waiting lines.

Students who plan to return to campus for second semester will not need to empty their rooms before leaving campus for Christmas break.

### Curfew

The residence halls operate within a curfew (see chart on page 29). After curfew, the residence halls remain closed until 6 a.m. All outside doors are locked during closed hours. Night check is conducted at closing time each evening. Students should have all off-campus business concluded and cars parked prior to night check. It is each student's responsibility to get on night check.

If students can't be in their residence hall by closing time due to work, they must submit a petition form to the dean in charge of night check. Only with an approved petition are students exempt from night check violations.

Once in the residence halls for curfew, students must receive a dean's permission if they need to leave before 6 a.m. This permission must be obtained before the dean leaves for the night. Sign-outs are an exception, not a rule.

### Minor Curfew Violations

Coming in within an hour after curfew is considered a minor violation of the night check policy. Students are allowed five minor violations without consequences.

Other night check irregularities, such as an illegible sign-in, may be considered minor violations as well. A dean will inform students of these situations.

## Major Curfew Violations

Major violations include:

- » coming in more than an hour late
- » being unaccounted for at night check
- » signing out of the residence hall without permission
- » six minor violations

Major violations will result in the student being placed on restriction for one month and could result in a fine. If the student receives any additional major violations during the same semester, he or she will be placed on probation for one month.

## Late Leaves

Late leaves may be requested for:

- » emergencies
- » special occasions
- » out-of-town travel

One late leave may be requested per week for any night except Friday and Saturday. Under normal circumstances, a late leave gives the resident one hour beyond curfew to be out of the residence hall. A late leave must be approved in person by a dean.

Should a student have an emergency that keeps him or her from returning to the residence hall by curfew, the student should call and speak to the dean on duty.

## Overnight Leaves

Any time students leave campus overnight (even for a university-sponsored trip), an overnight leave is required.

Overnight leaves are now available to students online through **residencelife.southern.edu**. Requests must be approved before students leave campus. Parental approval may be required for any leave. Residents are expected to remain off campus at all times during the dates listed on the leave request. Violation of this policy will result in the cancellation of the leave. If a leave must be canceled or the resident returns early from a leave, a dean should be informed and the resident should be in the residence hall by curfew.

## Standards of Behavior

Students are expected to maintain a Christian lifestyle that fosters maximum spiritual, mental, physical, and social growth. Encouraged choices include:

- » engaging in prayer, Bible study, and Christian-service activities
- » practicing good study habits
- » selecting a balanced, nutritious diet
- » scheduling adequate periods of rest
- » participating in wholesome recreational and leisure activities
- » relating responsibly and respectfully to others

Behaviors that do not promote Southern's lifestyle and are expressly forbidden include: the use of alcoholic beverages, tobacco, and illicit drugs (visit **southern.edu/substanceabusepolicy**); gambling; dancing; attendance at entertainments that are spiritually or morally destructive; and improper sexual conduct. It is inappropriate for unmarried students to engage in sexual activities or sleep together.

## Night Check Summary

Student	Day	Curfew	Minor	Major
All freshmen under 20	Sunday-Friday	11:15 p.m.	11:16 p.m. to 12:15 a.m.	after 12 a.m.
	Saturday	1 a.m.	1:01 to 2 a.m.	2:01 to 6 a.m.
Sophomore+ and either 20+ or GPA 3.0+	Saturday-Thursday	1 a.m.	1:01-2 a.m.	2:01-6 a.m.
	Friday	11:15 p.m.	11:16 p.m. to 12:15 a.m.	12:16 to 6 a.m.
94+ credit hours or 22+	Saturday-Thursday	2 a.m.	none allowed	after 2 a.m.
	Friday	12:15 a.m.		after 12:15 a.m.

**NOTE:** Students under 18 have even more specific regulations as minors. Contact a residence hall dean for more information.

## Do the residence halls have storage rooms?

A storage room is located in the basement of each residence hall. During the academic year, there is no charge for use of this facility, but during the summer there is a \$45 charge, which may be paid in cash or charged to the student's account.

The residence halls do not assume responsibility for any articles placed in the storage room. It is recommended that students take out personal property insurance for these items. Furniture, bicycles, empty cartons, and auto parts (including tires) may not be held in the storage room.

All stored items must fit into a reserved bin and be labeled for shipping. Items must be stored 18 inches below the sprinkler pipes and ceiling.

Residents who do not return at the end of the summer must make arrangements for their stored items to be sent to them within a 30-day period. Items left in the storage room for more than 30 days beyond the arranged pick-up date or termination of residence hall status will be disposed of by residence hall personnel.

## Additional Questions

To view the complete *Residence Life Handbook*, visit [southern.edu/residencelife](http://southern.edu/residencelife) and select Residence Life Handbook.

# QUESTIONS ABOUT AFFORDABILITY AND FINANCES

## How can my student find a job on campus?

More than half of Southern's students worked on campus last year, and the university spent nearly \$4 million on student labor.

The best place to look for available jobs is [southern.edu/studentjobs](https://southern.edu/studentjobs). Postings are updated regularly and include on- and off-campus jobs. Although Southern doesn't have a placement office for student workers (each department interviews and hires for themselves), Human Resources is glad to assist students with any questions they have concerning employment.

Students are welcome to contact the student employment coordinator by calling 423.236.2278 or emailing [kaylieackerman@southern.edu](mailto:kaylieackerman@southern.edu).

### Common Campus Departments for Employment

Advancement Call Center .....	423.236.2841, <a href="mailto:callcenter@southern.edu">callcenter@southern.edu</a>
Dining Hall .....	423.236.2708, <a href="mailto:jdpewsey@southern.edu">jdpewsey@southern.edu</a>
Hulsey Wellness Center .....	423.236.2593, <a href="mailto:dbissell@southern.edu">dbissell@southern.edu</a>
CK2 .....	423.236.2398, <a href="mailto:kimearmstrong@southern.edu">kimearmstrong@southern.edu</a>
Landscape Services .....	423.236.2747, <a href="mailto:dboyce@southern.edu">dboyce@southern.edu</a>
McKee Library .....	423.236.2789, <a href="mailto:dbravo@southern.edu">dbravo@southern.edu</a>
Plant Services .....	423.236.2291, <a href="mailto:kasturm@southern.edu">kasturm@southern.edu</a>
Service Department .....	423.236.2132, <a href="mailto:bernettashockley@southern.edu">bernettashockley@southern.edu</a>
Talge Hall .....	423.236.2990, <a href="mailto:susanb@southern.edu">susanb@southern.edu</a>
Thatcher Hall .....	423.236.2902, <a href="mailto:jodyvandivier@southern.edu">jodyvandivier@southern.edu</a>
Village Market.....	423.236.2300, <a href="mailto:jkrose@southern.edu">jkrose@southern.edu</a>
VM Deli .....	423.236.2300, <a href="mailto:atun@southern.edu">atun@southern.edu</a>

## Required Forms

Once your student has been hired by a department, several forms (available in the Human Resources office on the second floor of Wright Hall) must be completed BEFORE starting work:

- » Request for Labor Assignment
- » Employment Eligibility Verification Identification (Form I-9 that requires identification documents, such as: birth certificate, Social Security card, U.S. passport, permanent resident card, or I-20 for non-U.S. citizens. **Originals only**—no copies accepted.)
- » Withholdings and Allowances (W-4)
- » Direct Payroll Deposit

## Earnings

By default, 25% of earnings is transferred to a student's bank account; the other 75% is applied to his or her student account at Southern. Student employees receive an automatic deposit into their bank accounts every other Friday. Students wishing to change the default percentage that they receive should visit Human Resources. If your student wants to decrease the amount that is put on his or her student account at Southern, the request must be approved by a student finance counselor.

## Work-Study Program

The Federal Work-Study (FWS) Program helps students who are financially eligible earn funds through part-time work at the university. Student eligibility for the program is based on the Free Application for Federal Student Aid (FAFSA).

Students who are part of the work-study program automatically receive 100% of their earnings unless a student indicates otherwise. Forms are available to change this allocation in Human Resources. If a student who is part of the work-study program falls behind on his or her bill, the student may be disqualified from the work-study program and the percentage he or she receives reverts back to the 25/75 split.

## Online Payments

Students may grant online account access to any individual—not just a parent—who is helping with their balances. Users can view monthly statements, set up a payment installation plan, make payments, or otherwise manage a student's financial details—all online. Users are not limited to credit cards and may transfer money via bank draft as well. To view or modify an account, visit [southern.edu/payment](https://southern.edu/payment).

## Payment Plans

Each person responsible for paying a student account uses one of Southern's two options: paying the semester balance before classes begin or paying monthly. The university offers five-month plans per semester (August-December for fall and January-May for winter), and four-month semester payment plans are also available.

Visit [southern.edu/payment](https://southern.edu/payment) to select the monthly installment or semester balance option. If you'd like to speak with a student finance counselor, see the next page for a listing of names and numbers.



# Who can I call with questions about my bill, scholarships, and loans?

Call 423.236.2535 or email [studentfinance@southern.edu](mailto:studentfinance@southern.edu) to reach student finance counselors who are available and ready to answer your financial questions. The following team members are designated to support undergraduate students:

Bess Helton

Danny Johns

Elias Martinez

Fred McClanahan

Ginger Cheney

The Student Finance office's customer service commitment is to return emails and voicemails to students and parents within 24 business hours. If you feel an issue needs to be escalated, please reach out to the assistant or associate director:

Xenia Figueroa at 423.236.2560 ([xeniafigueroa@southern.edu](mailto:xeniafigueroa@southern.edu))

Michael Rumsey at 423.236.2536 ([michaelrumsey@southern.edu](mailto:michaelrumsey@southern.edu))

# Can I get a tax credit?

Parents of dependent college students may qualify for education tax credits.

Your tax adviser may be able to help you determine eligibility, but the best source for information is IRS Publication 970, *Tax Benefits for Education*, found by visiting [irs.gov/pub/irs-pdf/p970.pdf](http://irs.gov/pub/irs-pdf/p970.pdf).

This document explains all of the possible tax credits, including the American Opportunity Credit, the Hope Credit, and the Lifetime Learning Credit. The income level caps for each tax credit are described in this publication.

Each year, 1098-T forms are sent to all Southern students at their permanent mailing address by January 31. The 1098-T helps parents determine whether or not their student is eligible for federal income tax education credits.

Students and authorized users can also obtain a copy of the 1098-T by logging into TouchNet at [southern.edu/payment](http://southern.edu/payment). Please note that while Southern is required to provide each student with a 1098-T form, Southern's staff is not able to offer tax advice due to the complexity of each family's circumstances. We recommend that each family consult a tax preparer for questions concerning how to file for the available tax credits.

The screenshot shows the Southern Adventist University Student Account Suite interface. At the top left is the university logo. The page is divided into several sections:

- Students and Staff:** A login form with fields for Southern Username and Password, and a Login button. A note indicates that asterisks denote required information.
- Authorized Users:** A login form for parents or others with fields for Email and Password, and a Login button. A note below asks if the user forgot their password and offers to email a temporary password.
- Welcome:** A message box stating: "Welcome to Southern Adventist University Student Account Suite. This 24x7 service lets students and their families view bills, make payments, and manage the student account. Students and staff may log in using their Southern Username and Password. Parents, guardians, or employers require student permission through the student's authorized user process. If you have any questions about the system, please send an e-mail to [studentfinance@southern.edu](mailto:studentfinance@southern.edu)."
- Student Account Suite Features:** A list of features including Student Account Center (Check balance, Make payment, View history, Store methods, Permission), E-Billing (View and print), Payment Plan Management (Enroll, View status, Make payment, Schedule), and Refunds (Enter bank account info).

# For what things can students use their campus identification cards?

Southern students receive campus identification cards at registration. With these cards, they can:

- » buy a meal on campus at all five eateries: CK2, Dining Hall, The Garden at KR's Place, The Kayak, and the Village Market Deli (requires active meal plan\*)
- » buy food from vending machines: yogurt, fresh fruit, granola bars, chips, crackers, cold beverages, and other items (requires active meal plan\*)
- » purchase groceries at the Village Market (requires prepaid card plan\*)
- » purchase textbooks and other supplies at the The Southern Shoppe
- » print documents at campus computer labs (requires prepaid card plan\*)
- » clock in and out of work
- » get into their residence hall or apartment
- » check out books at McKee Library
- » get discounts at local stores

Lost or stolen cards should be reported to the Campus Card Desk at 423.236.2707 with a request to either cancel the card or temporarily suspend usage. Students can leave a message after hours.

*\* See next page for details on signing up for a meal plan or card plan.*



# What is Southern's meal plan?

Southern offers students a variety of healthy vegetarian foods (including vegan and gluten-free options) to provide well-balanced meals and reduce time spent traveling to restaurants or cooking.

There are three meal plan levels for residence hall students per semester with declining-balance accounts:

- » Bronze \$1,460
- » Silver \$1,660
- » Gold \$1,860

Residence hall students will be billed the Silver plan by default but can switch to Bronze or Gold, if they choose. Students will be allowed to add to their meal plans in \$100 increments throughout the semester.

Students who are not required to sign up for a meal plan will be offered an optional plan beginning at \$250 per semester.

## Additional Prepaid Options

Prepaid options for miscellaneous purchases not covered by the meal plan are available each semester in \$150 increments, up to \$600. This allows students to use their ID cards for such purchases at The Southern Shoppe, McKee Library, the Village Market, and various other departments approved by the university. Any unused balance on the prepaid account will be refunded at the end of the semester.

Students can check the balance of their meal plan at a cash register when they purchase food, or they can view the details online under the "Financial" tab at

**[southern.edu/access](https://southern.edu/access)**.

For more information on meal plans and prepaid options, visit **[southern.edu/card](https://southern.edu/card)**. For a daily menu or other questions, visit **[southern.edu/food](https://southern.edu/food)**.

# Can you explain the monthly statement?

Student accounts are available online at [southern.edu/payment](http://southern.edu/payment). Users may access monthly statements, set up a payment installation plan, make payments, or otherwise manage the account. Parents or guardians with account access may request a copy to be mailed, if printed is preferred.

The bill looks much like a credit card or utility bill, listing balances, the amount due, late fees (if any), pending aid, what the payment is going toward, and all classes the student is enrolled in when the bill is mailed. See sample and explanations below:



Mrs. Jane Doe  
PO Box 1234  
Anywhere USA 12345

1

## Remaining Balance

This is the amount that must be paid by the date shown.

2

## Account Balance

This is the total amount currently on the account—the difference between charges and credits.

3

## Due Date

The remaining balance must be paid by the date listed. If you are on a payment plan, your due date may be found online.

4

## Account Transactions Section

This section lists total charges, payments, and balance.

5

## Previous Balance

This amount is the account balance carried over from the previous month.

6

## Deposits

Commitment, nursing, and other deposits that are being held in reserve are listed here.

7

## Payroll

This shows the distribution of student earnings to a personal bank account and/or student account.

8

## Comments

Information about registration and other financial matters is listed here.

9

## Pending Financial Aid

This is a listing of financial aid that is pending but has not yet been credited to the account. Anticipated financial aid is considered in calculating the remaining balance.

4

6

7

8

Previous Balance	0.00	+	\$
Account Number	0000		
Student Name	M. Jane Doe		
<b>Additional Information</b>			
Student Account R			
<b>Deposits</b>			
Commitment Deposit			
Nursing Deposit			
Other Deposit (trips, etc.)			
<b>Payroll</b> 05/01/2019 – 05/31/2019			
Personal Bank Account			
Student Account			
Net Earned (after taxes)			
<b>Office Hours (Eastern Time)</b>			
Monday-Thursday 8:30 a.m. - 5:00 p.m.			
Friday 8:30 a.m. - 12:00 p.m.			
<b>Phone Numbers:</b>			
Student Finance Counselor 1.800.555.1234			
Payments & Questions 1.800.555.1234			
<b>Comments</b>			



Remaining Balance      Date Due      Amount Enclosed  
 \$ 3,815.00      6/24/2019      \$ .

05/01/2019 – 05/31/2019      Statement Period  
 0999999      Account Number  
 Mr. John Doe      Student Name

Mail Payments To  
 Enrollment Services  
 Southern Adventist University  
 Post Office Box 370  
 Collegedale TN 37315-0370

RSTUD



Make online payments at southern.edu/pay  
 -Make checks payable to Southern Adventist University or SAU

Charges	Payments & Credits	Account Balance	Pending Aid	Remaining Balance	Date Due
3,190.00	\$ 0.00	\$ 13,190.00	\$ 9,375.00	\$ 3,815.00	6/24/2019

999999  
 Mr. John Doe

To setup payment installments  
 go to southern.edu/payment

Account Transactions

Statement Period: 05/01/2019 – 05/31/2019

Amount

Account Transactions	Amount
<b>Previous Balance</b>	\$ 0.00
<b>Charges</b>	
06/30/2019 Talge Hall – Rent TALG 1384	\$ 1,850.00
06/30/2019 F19 General Fee	\$ 400.00
06/30/2019 F19 University Tuition	\$ 9,720.00
BIOL-101-B (enrolled)	
BUAD-128-A (enrolled)	
ENGL-101-H (enrolled)	
PLSC-224-A (enrolled)	
RELB-245-B (enrolled)	
06/30/2019 F19 Biology Lab Fee BIOL-101-B	\$ 120.00
06/30/2019 F19 Semester Meal Plan	\$ 1,100.00
<b>Subtotal</b>	<b>\$ 13,190.00</b>
<b>Payments &amp; Credits</b>	
(no payments or credits)	
<b>Subtotal</b>	<b>\$ 0.00</b>
<b>Pending Financial Aid</b>	
F19 Freshman Academic Scholarship	\$ -2,000.00
F19 Federal Pell Grant	\$ -2,865.00
F19 SAU Freshman Grant-in-Aid	\$ -1,760.00
F19 Federal Direct Subsidized Loan	\$ -1,750.00
F19 Federal Perkins Loan	\$ -1,000.00
<b>Subtotal</b>	<b>\$ -9,375.00</b>

Account Transactions

Account receivable

\$ 250.00  
 \$ 0.00  
 \$ 0.00

1/2019  
 \$ 0.00  
 \$ 0.00  
 \$ 0.00

me):  
 n. - 4:30 p.m.  
 n. -12:00 noon

423.236.xxxx  
 423.236.2835  
 00.SOUTHERN

S



# QUESTIONS ABOUT CAMPUS LIFE

## How can my student stay fit on campus?

Southern hopes your student will develop healthy habits on campus that last for a lifetime. Here are some ways wellness is encouraged:

### Intramural Sports

More than half of our students participate in the university's intramural sports program and tournaments each year, which include:

- » badminton
- » basketball
- » flag football
- » floor hockey
- » futsal
- » pickleball
- » soccer
- » softball
- » tennis
- » volleyball

The intramural schedule is available at [southern.edu/intramurals](http://southern.edu/intramurals).

### Residence Hall Weight/Aerobics Rooms

Weight rooms are located in the basements of Talge Hall and Thatcher Halls.

### Outdoor Trails

Nearly 40 miles of award-winning campus trails on White Oak Mountain and Bauxite Ridge offer varied opportunities for hiking and biking.

### Hulsey Wellness Center and Iles Physical Education Center

A comprehensive wellness facility, Hulsey Wellness Center hosts:

- » fitness center
- » indoor walking track
- » aerobics gym
- » therapeutic massage rooms
- » two pools (one therapeutic pool)
- » steam and dry saunas
- » hot tub and whirlpool room
- » 30-foot climbing wall
- » dedicated gymnastics gym
- » cooking demonstration kitchen
- » human performance lab
- » group classes
- » personal trainers
- » healthy snack shop (The Kayak)

Iles P.E. Center is used for some intramural sports and houses full-sized basketball, racquetball, and volleyball courts. Basketball and tennis courts, pickleball courts, a 14-hole disc golf course, a synthetic putting green, and a quarter-mile rubber surface track are located behind the facility.

Undergraduate students taking six semester hours or more are not charged any additional fees to use these facilities.

To see facility schedule, visit [southern.edu/wellness](http://southern.edu/wellness).

## What student organizations are available?

Near the start of each academic year, Southern hosts an Organization Showcase where student organizations and campus departments fill the Iles P.E. Center with information booths about how to get involved beyond the classroom.

These opportunities are a great way for students to start building their résumés. Many organizations are specific to a major, department, or culture. For a complete list, visit [southern.edu/studentorganizations](http://southern.edu/studentorganizations).

## How can my student get involved in student government?

Governing bodies that give students a voice in how student life and activities are managed on campus include Student Association and Student Senate. If your student has attended Southern for at least one semester and meets the citizenship and GPA requirements to hold student government leadership positions, he or she should apply at [southern.edu/sa](http://southern.edu/sa) during campaign season at the end of fall semester.

## What is the campus dress code?

Southern has established a dress code emphasizing modesty, cleanliness, neatness, and appropriateness. Guests and visitors also are encouraged to comply with the following criteria:

- » **Men**—modest pants worn at the waist with shirts or sweaters; suits or collared dress shirts or turtleneck sweaters for Sabbath services; clean and well-groomed beards and mustaches; modest recreational apparel.
- » **Women**—modest dresses, skirts, or pants with shirts or sweaters; modest skirts, dresses, or dress pants with shirts or sweaters for Sabbath services; natural-looking makeup; modest recreational apparel, including one-piece swimsuits.
- » **Men and Women**—Shoes and shirts are required in all nonrecreational public places. Hair is to be clean, neat, and without radical styles. Shorts worn in classroom buildings or during convocation must be modest in length and not recreational shorts.
- » **Specifically prohibited in public**—sloppiness; tank tops; pajamas/lounge wear; clothing that is torn, frayed, or with printing that contradicts university standards; tight-fitting and revealing styles; sheer fabrics; low-cut tops; bare midriffs or shoulders; exposed camisoles; miniskirts with or without leggings; skirts with deep slits; and jewelry\* including bracelets, necklaces, chains, medallions, earrings, and rings.

\* Married students may wear wedding bands. Medical alert chains and bracelets are allowed.



# CONTACT INFORMATION

## Administration

<b>Ken Shaw</b> , President Email: shawk@southern.edu	423.236.2800
<b>Tom Verrill</b> , Senior Vice President for Financial Administration Email: tverrill@southern.edu	423.236.2815
<b>Robert Young</b> , Senior Vice President for Academic Administration Email: ryoung@southern.edu	423.236.2805
<b>Ellen Hostetler</b> , Vice President for Advancement Email: ellenhostetler@southern.edu	423.236.2828
<b>Joseph, Khabbaz</b> , Vice President for Spiritual Life Email: josephk@southern.edu	423.236.2786
<b>Jason Merryman</b> , Vice President for Enrollment Management Email: jasonmerryman@southern.edu	423.236.2811
<b>Dennis Negrón</b> , Vice President for Student Development Email: negron@southern.edu	423.236.2813
<b>Ingrid Skantz</b> , Vice President for Marketing and University Relations Email: ilskantz@southern.edu	423.236.2833

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## Office of Ministry and Missions

Anna Bennett, Associate Chaplain	423.236.2787
David Wolf, Assistant Chaplain	423.236.2441
Steven Manoukian, Student Missions Director	423.236.2724
Cheryl Craven, Humanitarian Engagement Director	423.236.2442
	423.236.2121

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## Student Development

Teri Reutebuch, Administrative Assistant	423.236.2814
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## Student Association

Jared Chandler, President	423.236.2600
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## Student Life and Activities

Alexis Grentz, Director	423.236.2484
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**Residence Hall Housing**

Lisa Hall, Dean of Students/Director of Residence Life	423.236.2900
<b>Talge Hall (men)</b>	423.236.2994
Brandon Dorn, Associate Dean	423.236.2992
Carl Patterson, Associate Dean	423.236.2996
John Sager, Associate Dean	423.236.2991
Lisa Patterson, Administrative Dean	423.236.2990
<b>Thatcher Hall (women)</b>	423.236.2904
Mary Neri, Associate Dean	423.236.2906
Susan Pennington, Associate Dean	423.236.2903
Elizabeth Tchakarov, Office Manager	423.236.2902
<b>Thatcher South</b>	423.236.2910
Chamra Anthony, Associate Dean	423.236.2908
<b>Southern Village</b>	
Donene Braithwaite, Associate Dean	423.236.2907
John Willis, Associate Dean	423.236.2997

**Student Support Services**

Jim Wampler, Director	423.236.2783
Lauree Fogg, Office Manager	423.236.2782
<b>Life Calling and Career Services</b>	423.236.2069
Nova Munselle, Coordinator	423.236.2078
Daniel Olson, Employee Relations and Internship Coordinator	423.236.2073
<b>Counseling Services</b>	423.236.2784
Amy Oritz-Moretta, Coordinator	423.236.2548
Brandon Greutz, Counselor	423.236.2549
Loni Romero, Counselor	423.236.2081
<b>Disability Services</b>	
Mariella Pechero, Coordinator	423.236.2574
<b>First Year Experience</b>	
Renita Moore, Coordinator	423.236.2575

**University Health Center**

Candace Wing, Director	423.236.2713
Casey Kepner, Nurse Practitioner	423.236.2713
Michelle Mix, Nurse Practitioner	423.236.2713
Ashley Brooks, Nurse	423.236.2713
Mary King, Support Nurse	423.236.2525
Kelly Crawford, Office Manager	423.236.2713
Mari Oskins, Receptionist	423.236.2713

## Additional Contacts

For a complete campus directory, *visit [southern.edu/directory](http://southern.edu/directory)*.

### Alumni Relations

Cheryl Torres, Director  
Office: 423.236.2830  
Email: [ctorres@southern.edu](mailto:ctorres@southern.edu)

### Campus Safety

Kevin Penrod, Director  
Corbett Cole, Office Manager  
Office: 423.236.2100  
Email: [campussafety@southern.edu](mailto:campussafety@southern.edu)

### Computer Support

Mike McClung, Associate Director  
Office: 423.236.2712  
Email: [mike@southern.edu](mailto:mike@southern.edu)

### Hulsey Wellness Center

Darin Bissell, Facilities Manager  
Arlene Leavitt, Office Manager  
Office: 423.236.2850  
Email: [hulseywellness@southern.edu](mailto:hulseywellness@southern.edu)

### Human Resources

Brenda Flores-Lopez, Associate VP  
Patricia Peterson, HR Generalist  
Office: 423.236.2279  
Email: [hr@southern.edu](mailto:hr@southern.edu)

### Mail and Purchasing Services

Justin Brooks, Director  
Office: 423.236.2335  
Email: [jwbrooks@southern.edu](mailto:jwbrooks@southern.edu)

### Panorama Parent Newsletter

#### Marketing and University Relations

Janell Hullquist, Associate Director  
Office: 423.236.2581  
Email: [southernparents@southern.edu](mailto:southernparents@southern.edu)

### Records and Advisement

Karon Powell, Director  
Office: 423.236.2899  
Email: [records@southern.edu](mailto:records@southern.edu)

### Risk Management

Justin Moore, Director  
Office: 423.236.2266  
Email: [studentinsurance@southern.edu](mailto:studentinsurance@southern.edu)

### The Southern Shoppe

Danita Payne, Manager  
Office: 423.236.2152  
Email: [dlpayne@southern.edu](mailto:dlpayne@southern.edu)

### Title IX

Dennis Negrón, Coordinator  
Office: 423.236.2813  
Email: [negron@southern.edu](mailto:negron@southern.edu)







**CURRENT AS OF SUMMER 2023**

More information at [southern.edu/parents](https://southern.edu/parents)