## CAMPUS RESOURCES
### SECTION 6

### 6A: WHERE TO FIND IT

<table>
<thead>
<tr>
<th></th>
<th>Academic Advising/Support Services</th>
<th>540-375-2247 Or Toll Free 1-877-762-4557</th>
<th>Dr. Bill Tenbrunsel Ms. Barbara Awbrey Ms. Shannon McNeal <a href="mailto:clt@roanoke.edu">clt@roanoke.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Academic Records</td>
<td>540-375-2210</td>
<td><a href="mailto:registrar@roanoke.edu">registrar@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Admissions</td>
<td>540-375-2270</td>
<td><a href="mailto:admissions@roanoke.edu">admissions@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Alumni/Parent Relations</td>
<td>540-375-2238</td>
<td><a href="mailto:alumnievents@roanoke.edu">alumnievents@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Archives</td>
<td>540-375-2490</td>
<td>Ms. Linda Miller <a href="mailto:tmiller@roanoke.edu">tmiller@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Athletics</td>
<td>540-375-2338</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>Bookstore</td>
<td>540-375-2317</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Brackety-Ack (Newspaper)</td>
<td>540-375-2327</td>
<td><a href="mailto:bracketyack@roanoke.edu">bracketyack@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Business Office</td>
<td>540-375-2058</td>
<td><a href="mailto:sjackson@roanoke.edu">sjackson@roanoke.edu</a></td>
</tr>
<tr>
<td>C</td>
<td>Campus Safety</td>
<td>540-375-2310</td>
<td>Mr. Tom Turner Mr. John Grisetti Ms. Sarah Battaglia <a href="mailto:battaglia@roanoke.edu">battaglia@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Career Services</td>
<td>540-375-2303</td>
<td>Ms. Toni McLawhorn Ms. Amy Foster Ms. Karen Hagele <a href="mailto:hagele@roanoke.edu">hagele@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Chaplain</td>
<td>540-375-2300</td>
<td>The Rev. Paul Henrickson Ms. Kathy Russo <a href="mailto:henricks@roanoke.edu">henricks@roanoke.edu</a></td>
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<tr>
<td></td>
<td>Church Relations</td>
<td>540-375-2268</td>
<td><a href="mailto:keeling@roanoke.edu">keeling@roanoke.edu</a></td>
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<tr>
<td></td>
<td>Community Programs</td>
<td>540-375-2323</td>
<td>Ms. Stephanie Garst <a href="mailto:garst@roanoke.edu">garst@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Community Service</td>
<td>540-375-2300</td>
<td>Mr. Jesse Griffin <a href="mailto:griffin@roanoke.edu">griffin@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Counseling Center</td>
<td>540-375-2302</td>
<td>Dr. J.R. Hap Cox Ms. Colleen Quigley, LPC Dr. Rhonda Ryan, LPC <a href="mailto:cox@roanoke.edu">cox@roanoke.edu</a></td>
</tr>
<tr>
<td>D</td>
<td>Dean of the College (Academic)</td>
<td>540-375-2203</td>
<td>Dr. Richard Smith <a href="mailto:rsmith@roanoke.edu">rsmith@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Dining Services</td>
<td>540-375-2328</td>
<td>Ms. Fay Cronin <a href="mailto:cronin@roanoke.edu">cronin@roanoke.edu</a></td>
</tr>
<tr>
<td></td>
<td>Disability Support Services</td>
<td>540-375-2247 Or Toll Free 1-877-762-4557</td>
<td>Ms. Barbara Awbrey <a href="mailto:clt@roanoke.edu">clt@roanoke.edu</a></td>
</tr>
<tr>
<td>E</td>
<td>Events Scheduling</td>
<td>540-375-5125</td>
<td><a href="mailto:petersen@roanoke.edu">petersen@roanoke.edu</a></td>
</tr>
<tr>
<td>Department</td>
<td>Phone Number</td>
<td>Contact Information</td>
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| Financial Aid                       | 540-375-2235 | Mr. Tommy Blair
Ms. Melissa LaCombe
Mrs. Linda Palmer
Mrs. Melissa Preston
palmer@roanoke.edu |
| Fowler Program (Campus Speakers)    | 540-375-2423 |                                                          |
| Gift Services Coordinator           | 540-375-2035 | Dr. Bill Tenbrunsel
Ms. Barbara Awbrey
Ms. Sandee McGlaun
Ms. Shannon McNeal
Ms. Anne Smith
clt@roanoke.edu |
| Goode-Pasfield Center for Learning & Teaching | 540-375-2247 Or Toll Free 1-877-762-4557 | Mrs. Linda Palmer
clt@roanoke.edu |
| Greek Life                          | 540-375-2528 | Mrs. Lindsay Faulstick
faulstick@roanoke.edu |
| Health Services                     | 540-375-2286 | Mrs. Sandra McGhee
Ms. Marcia Monroe
Mrs. Robin Strosnider
healthservices@roanoke.edu |
| Help Desk                           | 540-375-2225 Or Toll Free 1-866-551-2225 | helpdesk@roanoke.edu |
| Honors Program                      | 540-375-2379 | Dr. Michael Hakkenberg
Dr. Catherine Sarisky
hakkenbe@roanoke.edu |
| Information Technology Helpdesk     | 540-375-2225 Or Toll Free 1-866-551-2225 | helpdesk@roanoke.edu |
| Intramurals & Recreation            | 540-375-5219 | Mr. Bryan Ryberg
ryberg@roanoke.edu |
| International Education             | 540-375-2299 | Mrs. Lorraine Fleck
Mr. W. Scott Couchman
fleck@roanoke.edu |
| Library Services                    | 540-375-2294 | blaha@roanoke.edu |
| Mail Services                       | 540-375-2315 | Mrs. Kathryn Link
Ms. Jeanette Cockram
link@roanoke.edu |
| Mentoring, Peer                     | 540-375-2247 Or Toll Free 1-877-762-4557 | Ms. Shannon McNeal
clt@roanoke.edu |
| Multicultural Affairs               | 540-375-2099 | Mrs. Juliet Lowery
lowery@roanoke.edu |
| Olin Gallery                         | 540-375-2332 | Ms. MB Talia Logan
mlogan@roanoke.edu |
| Olin Hall Box Office                | 540-375-2333 | Ms. Rhonda Philips |
| President's Office                  | 540-375-2201 | Mr. Michael C. Maxey
Mr. McMillan Johnson IV
Mrs. Joyce Sink
sink@roanoke.edu |
<p>| Public Relations                    | 540-375-2244 | Mrs. Teresa Gereaux |</p>
<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrar</td>
<td>Ms. Leah Russell&lt;br&gt;Ms. Amy Cline&lt;br&gt;Ms. Patty Gladden&lt;br&gt;Mrs. Jeri Person&lt;br&gt;<a href="mailto:registrar@roanoke.edu">registrar@roanoke.edu</a></td>
</tr>
<tr>
<td>Residence Life and Housing</td>
<td>Ms. Teresa Blethyn&lt;br&gt;Mr. Marc Bady&lt;br&gt;Mrs. Lindsay Faulstick&lt;br&gt;Ms. Nicole Lenz&lt;br&gt;Mr. Chad Quinones&lt;br&gt;<a href="mailto:reslife@roanoke.edu">reslife@roanoke.edu</a></td>
</tr>
<tr>
<td>Resource Development</td>
<td>540-375-2230&lt;br&gt;<a href="mailto:akers@roanoke.edu">akers@roanoke.edu</a></td>
</tr>
<tr>
<td>Security</td>
<td>540-375-2310&lt;br&gt;<a href="mailto:battaglia@roanoke.edu">battaglia@roanoke.edu</a></td>
</tr>
<tr>
<td>Student Accounts</td>
<td>Mrs. Sandra Jackson&lt;br&gt;Mrs. Ella Rickerson&lt;br&gt;Mrs. Diane Thompson&lt;br&gt;<a href="mailto:dthompson@roanoke.edu">dthompson@roanoke.edu</a></td>
</tr>
<tr>
<td>Student Activities</td>
<td>540-378-5125&lt;br&gt;<a href="mailto:peterson@roanoke.edu">peterson@roanoke.edu</a></td>
</tr>
<tr>
<td>Student Affairs</td>
<td>540-375-2592&lt;br&gt;Dr. Eugene Zdziarski, II&lt;br&gt;Dr. Brian Chisom&lt;br&gt;Mr. Bob Hines&lt;br&gt;Ms. Rebecca Armstrong&lt;br&gt;<a href="mailto:armstron@roanoke.edu">armstron@roanoke.edu</a></td>
</tr>
<tr>
<td>Student Loans</td>
<td>540-375-2266&lt;br&gt;<a href="mailto:wygal@roanoke.edu">wygal@roanoke.edu</a></td>
</tr>
<tr>
<td>Student Organizations</td>
<td>540-378-5125&lt;br&gt;<a href="mailto:peterson@roanoke.edu">peterson@roanoke.edu</a></td>
</tr>
<tr>
<td>Student Success Initiatives</td>
<td>540-378-5161&lt;br&gt;<a href="mailto:greer@roanoke.edu">greer@roanoke.edu</a></td>
</tr>
<tr>
<td>Theatre Arts</td>
<td>540-375-2354&lt;br&gt;Ms. Rhonda Phillips&lt;br&gt;<a href="mailto:philips@roanoke.edu">philips@roanoke.edu</a></td>
</tr>
<tr>
<td>Transcripts</td>
<td>540-375-2210&lt;br&gt;<a href="mailto:registrar@roanoke.edu">registrar@roanoke.edu</a></td>
</tr>
<tr>
<td>Tutoring, Subject</td>
<td>540-375-4949&lt;br&gt;Ms. Shannon McNeal&lt;br&gt;<a href="mailto:subject_tutoring@roanoke.edu">subject_tutoring@roanoke.edu</a></td>
</tr>
<tr>
<td>Writing Center</td>
<td>540-375-4949&lt;br&gt;Dr. Sandee McGlaun&lt;br&gt;<a href="mailto:writingcenter@roanoke.edu">writingcenter@roanoke.edu</a></td>
</tr>
</tbody>
</table>
Academic resources and support services are critical components that support the success of our students. The following are the services to which academic advisors most frequently refer students.

### Goode-Pasfield Center for Learning & Teaching

**Includes:**
- Disability Support Services
- Writing Center
- Subject Tutoring
- Advising
- Weekly Workshops
- RC Success Program

**Location:** Fintel Library, first floor

**Hours:** Monday-Friday, 8 a.m.-4:30 p.m.; separate tutoring and workshop hours listed below

**Staff:** Dr. Bill Tenbrunsel, Associate Dean/Director; Ms. Anne Smith, Office Coordinator

**Phone:** 540-375-2247

The Goode-Pasfield Center for Learning & Teaching is open to all Roanoke College students. The Center offers the following services:

#### Freshman and Undeclared Student Advising

Staff advisors are available to answer questions about the advising process. Staff advisors have their own advisees and facilitate the academic advising of entering freshmen, transfer freshmen, and all other students who have yet to declare an academic major.

**Academic advisors:** Ms. Barbara Awbrey, Ms. Shannon McNeal, Dr. Bill Tenbrunsel

#### The Writing Center

Writers working in any discipline and at any level of competence meet with trained peer tutors in informal, one-on-one tutoring sessions that focus on writing. Tutors are available by appointment as well as on a walk-in basis.

**Sessions are held, Sunday-Thursday, 4-9 p.m., in Fintel 015 on the ground level of the library.**

**Director:** Dr. Sandee McGlaun

#### Subject Tutoring

Trained peer tutors provide assistance—primarily in the sciences, math, statistics, languages, business and economics, and the social sciences—to students who are experiencing academic difficulty or who may wish to maximize their efforts. This is a nationally certified program through the College Reading & Learning Association (CRLA).

**Sessions are held, Sunday-Thursday, 4-9 p.m., in Fintel 005 on the ground level of the library.**

**Coordinator:** Ms. Shannon McNeal

#### Disability Support Services

The DSS Coordinator maintains the documentation of students with diagnosed disabilities, and facilitates students’ consultation with faculty members and academic advisors regarding reasonable accommodations.

**Coordinator:** Ms. Barbara Awbrey

#### Weekly Writing & Success Skills Workshops

Topics of interactive workshops include test-taking strategies, managing test anxiety, dealing with procrastination, mnemonic devices, proper use of punctuation and citation, and preparation of oral reports. **Selected Thursdays at noon, lunch included.**

**Facilitators:** Ms. Barbara Awbrey & Dr. Sandee McGlaun

#### RC Success Peer Mentoring Program

This program offers assistance—including mentoring sessions, structured study hall, and study skills workshops—to first-semester freshmen who have been conditionally admitted to the College and to other first-year students who have been placed on academic warning after their first semester at Roanoke.

**Coordinator:** Ms. Shannon McNeal

### Registrar’s Office

**Location:** Administration Building, Room 100

**Hours:** Monday-Friday, 8 a.m.-4:30 p.m.

**Staff:** Ms. Leah Russell, Associate
The staff of the Registrar's Office can assist with the following:

- Provide enrollment verification through on-line access or written verification.
- Answer questions about locating faculty or staff members or give direction to an office.
- Provide academic information pertaining to student records.
- Make changes in address and other demographic information.
- Notify instructors of class absence in case of personal or family illnesses or emergencies.

Counseling Center
Location: Chaplain's Office
Hours: Monday-Friday, 8 a.m.-4:30 p.m.
Staff: J.R. Hap Cox, Ph.D., Licensed Clinical Psychologist; Colleen Quigley, MS, LPC, Licensed Professional Counselor; Rhonda Ryan, Ph. D., Licensed Professional Counselor; Ms. Kathy Russo, Coordinator.
Phone: 540-375-2302

The Roanoke College Counseling Center is designed to meet the needs of the college community with compassion and honesty. The Counseling Center provides counseling and consultation to Roanoke College students, faculty and staff. Appointments are scheduled based on counselor availability. Services are free of charge.

Health Services
Location: 211 High Street (next to Chalmers)
Hours: Monday-Friday, 8:30 a.m. - 4:30 p.m. during the academic year. Medical services are not provided during the summer. Office hours are Monday – Thursday, 10 a.m. – 3 p.m. The office is closed on Fridays during the summer.
Staff: Sandra McGhee, RNCS/FNP, MS, Director; Clement Binnings, MD, College Physician; Charles Lamb, MD, College Physician; Lisa Kirk, FNP, Nurse Practitioner; Robin Strosnider, RNC, College Health Registered Nurse; Darlene Orr, RN, Staff Nurse; Kris Gunsten, RN, Staff Nurse; Ms. Marcia Monroe, Secretary.
Phone: 540-375-2286

Student Health Services provides on-campus medical treatment for full-time students with acute and minor injuries; preventative services; health education and effective crisis response.

Walk-ins are welcome; however, appointments are strongly encouraged to minimize waiting time. Please note most procedures or physicals and all M.D. visits require a scheduled appointment.

Cost:
There is no charge for routine visits. In house lab testing, special exams, physicals, allergy injections and immunizations or other injections incur charges payable by cash, check, maroon money or most major credit cards.

After-hours care is available locally at three urgent care centers and a Medical Center Emergency Department, all within five miles of campus.

It is highly recommended that students have health insurance coverage. An independent health plan is available to Roanoke College students without their own health insurance coverage. More information is available on the United Healthcare Web site at www.uhcsr.com.

Fintel Library
Location: High Street
Hours: Monday-Thursday, 8 a.m.-midnight; Friday, 8 a.m.-5:30 p.m.; Saturday, 10 a.m.-5:30 p.m.; Sunday, noon-midnight.
Staff: Mr. Stan Umberger, Director; Mrs. Sarah Blaha, Periodicals & Lending; Ms. Piper Cumbo, Instruction & Reference Librarian; Mrs. Judith Gearing, Cataloguing; Mr. Hany Hosny, Lending Services; Ms. Mildred Lowe, Acquisitions & Cataloguing; Ms. Dianne Lucado, Purchasing & Budgets; Mr. W. Jeffrey Martin, Interlibrary Loan; Ms. Patricia Powell, Catalog Librarian; Mr. David Wiseman, Manager/Library Information Systems.
Phone: 540-375-2294

Fintel Library was named in honor of Dr. Norman Fintel, eighth president of Roanoke College, and his wife, Jo. The Library staff strives to offer exceptional services and collections to Roanoke College students, faculty, staff, and the surrounding Roanoke College community. In partnership with faculty, librarians aim to provide students with information fluency skills necessary for a successful liberal arts educational experience, as well as foster lifelong learners.

Services offered at Fintel Library:
The library homepage http://roanoke.edu/x30255.xml is the main access point for research, providing a user with links to the Library's catalog, databases and full text journals, as well as to course reserve materials.

- Borrowing privileges for books, videos, DVDs, laptops, and bicycles.
Fintel Library offers a shared catalog and collection with Hollins University. Students can request items from Hollins and receive them via a courier within 24 hours of the request, Monday-Friday.

"Ask a Librarian" e-mail and chat link provides access to reference librarians

Research appointments with subject liaisons allow students one-on-one research assistance

Research guides that subject liaisons have crafted for students

Interlibrary loan of materials not in the catalog, but held at other libraries

Group study rooms and a 24-hour study room

Wireless access building-wide

Individual computer workstations, printers/copiers, and a computer lab for group instruction

Off-campus access to full-text library resources

Information literacy instruction in courses or individually to assist students with using library resources and finding and using information

Specialized collections, e.g., the Roanoke College Archives, the Henry H. Fowler collection, U.S. Congressman Jim Olin collection, the E. Howard Hammersley Photographic collection, the Virginia Synod of the Evangelical Lutheran Church in America, and a selective U.S. Depository government documents collection.

The staff at Fintel Library strives to make all services, equipment and resources accessible to any users with disabilities.

Financial Assistance

Academic advisors who are concerned about a student who has encountered financial difficulty should refer the student to either the Financial Aid or Business offices, as appropriate. Services are described below.

Financial Aid Office

Location: Roselawn, second floor, High Street (left side of Fintel Library)

Hours: Monday-Friday, 8 a.m.-4:30 p.m.

Staff: Mr. Thomas Blair, Jr., Director;
Ms. Melissa Lacombe, Associate Director;
Mrs. Linda Palmer, Coordinator;
Mrs. Melissa Preston, Counselor.

Phone: 540-375-2235

Every year, more than 85 percent of the Roanoke College student body benefit from some type of financial assistance thanks to Roanoke College, the Federal Government, the Commonwealth of Virginia and private outside sources.

Financial Aid counselors are available to discuss changes in students' financial circumstances (e.g., divorce, loss of employment) and requirements for retaining financial aid awards. Some of those requirements are described below, with charts and bold print emphasizing principal features.

In order to be academically eligible to receive financial assistance from federal, state, or College programs, students must be degree seeking and making satisfactory academic progress in their course of study. Student recipients of the RC Grant, Commonwealth Award, Bolton Award, Area Award, Kizer Award, RC Lutheran Grant, Transfer Grant, Achievement Award, RC Supplemental Grant/Award, Tuition Exchange Program, RC Loan, GATE Loan, and/or any other College/federal/state grants/loans must maintain a minimum cumulative grade point average based on their official academic grade level, as follows:

Recipients of the following scholarships will have two full years to achieve the minimum cumulative grade point average requirements. At the end of the sophomore year, and each year thereafter, recipients must have attained the following cumulative grade point average, as indicated:
Oberley Scholarship recipients are required to achieve a cumulative grade point average of 3.0 and can maintain eligibility for a maximum of two years.

The Roanoke College Honors Scholarship is reinstated for each semester of continued participation in the Honors Program as determined by the Director of the Honors Program. The Roanoke College Music Scholarship is reinstated for each semester of continued participation in the music/choral program as determined by the Fine Arts Department. Eligibility for the Virginia Tuition Assistance Grant, the Virginia College Scholarship Assistance Program, Tuition Exchange, and all College funded aid is limited to four years, or 8 semesters. With the exception of the Beard Scholarship, College dollars and the Virginia Tuition Assistance Grant are limited to the cost of tuition. The Beard Scholarship covers tuition and standard room and board charges. Fees including any non-standard room fees are the student’s responsibility.

If a student does not attain the minimum required grade point average by the end of the academic year, and is academically eligible to re-enroll (as determined by the Associate Dean/Registrar of the College), financial aid programs are automatically reduced on a percentage basis and reinstated. Please consult the Financial Aid Office for further information. Federal and state aid programs are automatically reinstated for students placed on academic warning, assuming financial eligibility is maintained. Students enrolling in the summer session (to improve unsatisfactory progress) should consult with the Financial Aid Office concerning program eligibility.

Students are reviewed for satisfactory academic progress at the end of Spring term. In cases of unsatisfactory progress, affected programs will be reduced. Any reduction in assistance may be appealed through the Financial Aid Office. Only compelling non-academic reasons will be considered. In cases of less than satisfactory academic progress, reinstatement of aid in full is exceptional and is based on unusual circumstances that must be outlined clearly in a letter from the student. Letters from parents will not be accepted. New or returning students entering in January are reviewed for satisfactory academic progress at the end of the Spring term. Further information on this policy and on the appeal procedure is available in the Financial Aid Office.

The maximum time frame during which a student may complete the degree and retain academic eligibility for federally regulated programs is six years for a full-time student and 12 years for a half-time student. This period is proportionately altered for a student who changes her/his enrollment status from term to term. A student must have earned at least enough units to complete the proportionate percentage of the time frame at the end of a year of enrollment - 1/6 at the end of the first year, 2/6 at the end of the second year, and so forth for a full-time student.

<table>
<thead>
<tr>
<th>CLASS</th>
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<tbody>
<tr>
<td>Freshman</td>
<td>1.70</td>
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<td>Sophomore</td>
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<td>Junior/Senior</td>
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<td>Beard Scholarship</td>
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<td>Bittle Scholarship</td>
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<tr>
<td>Faculty Scholarship</td>
<td>3.00 for all grade levels</td>
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<td>Dreher Scholarship</td>
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<td>Morehead Scholarship</td>
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<td>Baughman Scholarship</td>
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<td>Roanoke College Scholarship</td>
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<tr>
<td>Other Roanoke College Scholarships</td>
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</table>
**Business Office**  
**Location:** College Hall (behind Crawford Hall and across from Chaplain’s Office)  
**Hours:** Monday-Friday, 8 a.m.-4:30 p.m.  
**Staff:** Mrs. Sandra Jackson, Business Office Manager;  
Mrs. Paige Wygal, Accountant & Payroll Manager;  
Ms. Kathy Lester, Payroll Coordinator;  
Mrs. Ella Rickerson, Cashier;  
Mrs. Diane Thompson, Cashier.  
**Phone:** 540-375-2255

The mission of the Business Office is to provide accurate and timely financial services for the college community. The Cashier’s Office (left office from the foyer) loans Maroon Card Money, provides student account balances, and accepts payments on students’ tuition and room and board accounts, May Intensive Learning travel, and parking and library fines.

The Payroll Office processes student work/study sheets and loans, and international student taxes.