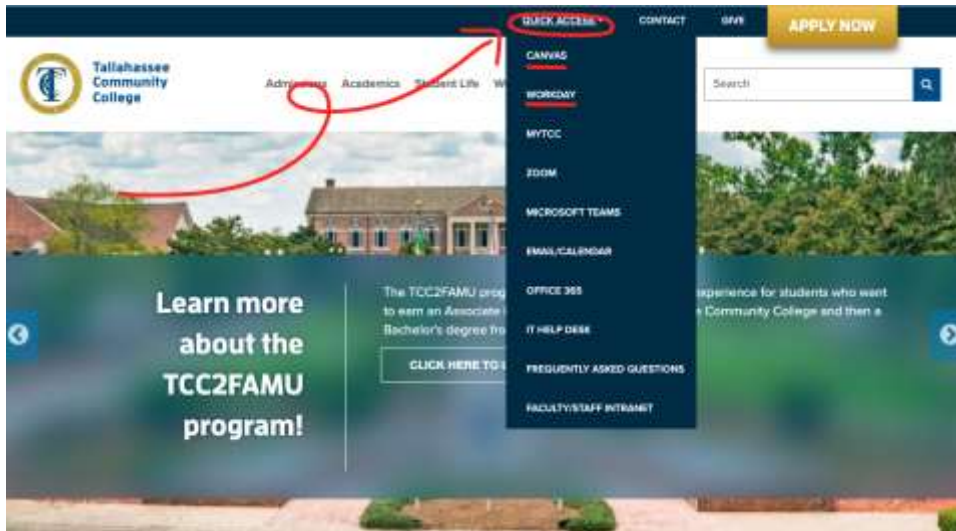


# Frequently Asked Questions Parent Edition

## What's the difference between Workday and Canvas?

Students will use Workday for course registration, payment, grades, and transcripts. Canvas is the academic portal where students access their class syllabus as well as load assignments due for classes.

Both can be accessed from the QUICK ACCESS menu on the TCC homepage and students will use their TCC email and password to access them.



## How will students access their Zoom classes?

Students will access the Zoom link for their class via Canvas. Students access Canvas by using the QUICK ACCESS menu at the top of the TCC Homepage. Students sign in by using their TCC email and password. Instructors will be sending out instructions via email by the Friday before the start of the semester.

## How will students know how to sign on to their classes, particularly their TCC Live classes?

Students can go onto our online class platform, [Canvas](#).

## When will classes show up in Canvas for new students to be familiar with the platform?

Classes will be posted on Canvas by the first day of the semester.

**My child's schedule has one class that says main but listed no teacher. Will this class also be offered virtually?**

If the class says Main in Workday, that course is scheduled to be in person. We have assigned faculty members to the majority of our courses, but we are still assigning faculty members to some classes.

**My student registered for in-person classes but the schedule shows TCC Live (via Zoom). Does that mean no in-person option available for those classes?**

We do have some in-person classes. For example, ENC 1101 is LIVE so that students can interact with each other via ZOOM breakout rooms. We aligned the course modality to the best instructional practices for student success.

**If a financial aid award has been approved and accepted and covers tuition, the Florida prepaid will not be sent to TCC as requested?**

Florida Prepaid will pay regardless of Financial Aid. If you do not want to use Florida Prepaid you will need to opt-out of the program using the form in MyTCC, Cashiers, Resources, Forms

**If you receive scholarship money, do you reduce the amount of financial aid that is awarded?**

If your student receives financial aid, the tuition and fees for courses will be deducted automatically.

As a rule, we do not adjust aid unless the students need as calculated from the information they entered on the FAFSA is exceeded by the additional scholarship. If aid is reduced, we reduce loans first.

**My child's financial aid is supposed to cover the tuition based on what we see in Workday. It still says pending aid, what do we have to do?**

If the aid is pending, you are fine and his or her aid has been awarded.

**Can a student use pending financial aid to go ahead and get their textbooks?**

Students who have Florida Prepaid and Financial Aid will receive a refund of any funds not used to pay tuition and fees and books will be refunded.

**When will the financial aid get posted to the bookstore so students can purchase books?**

Students that have been awarded financial aid should have access to bookstore funds during the first week of classes.

**My child just listed TCC for his Bright Futures yesterday. We paid the tuition. When will Bright Futures reimburse us for the portion they are responsible for?**

Bright Futures will reimburse you for any funds the student is eligible for if you have already paid.

**If Florida Pre-Paid is paid in full and Financial Aid is awarded to cover tuition, will the difference be refunded?**

Yes. It will be refunded through BankMobile.

**My student has financial aid. Do I have to pay tuition and then get a refund?**

If your student receives financial aid, the tuition and fees for courses will be deducted automatically.

**Will Bright Futures award show in Workday as well?**

Yes, Bright Futures will populate on the student's account in Workday. Information can be found under TCC Financial Aid. Bright Futures, Florida Pre-Paid, and Financial Aid can be found in Workday.

**How do you activate bank mobile?**

Follow these steps to activate BankMobile:

1. Login to MyTCC
2. From the Cashier's Office group select "Resources" (you will have to join the Cashier's Office group if you haven't already)
3. Select "BankMobile Activation"
4. Enter your TCC email and password
5. Select how you want your funds delivered

**How do I find I learn more about the scholarships offered through the Foundation?**

Apply for Scholarships [HERE](#).

For additional information, please contact Heather Mitchell at [heather.mitchell@tcc.fl.edu](mailto:heather.mitchell@tcc.fl.edu).

**Do students need a parking pass?**

No, students do not need a parking pass. Students may park in any of our student lots. Parking is free at TCC.

**How do students in Dual Enrollment get books?**

Dual Enrollment students can pick up books from the TCC Bookstore. Also, any questions regarding Dual Enrollment students can be directed to our Dual Enrollment Coordinator, Nichole Mithcell at [dualenrollment@tcc.fl.edu](mailto:dualenrollment@tcc.fl.edu).

**Where does my child find the form that authorizes TCC to release information to a parent?  
How do we add parents to the TCC account in my Workday?**

Instructions on how to authorize a parent or guardian access to a student's information can be found [HERE](#) under "Frequently Asked Questions".

**Your website says that students must have a Student ID before classes start. How do we get the ID?**

If the student would like to have their ID made in person, they can go to the Cashier's Office. While we recommend securing your ID prior to classes starting, students can have their ID's made during the first week of class.

**Where is the information for required books?**

Required textbook information can be found on Workday by going to TCC Academic-View My Classes-clicking on course ID under SECTION-Notes-View Materials in bookstore.

Information on required books can also be found [HERE](#) by selecting SHOP BY COURSE.

### **How will you assist students that do not have a major yet, but plan to go to FSU following TCC?**

Students who are undecided about their major will work with their academic and career advisers to do some career exploration and decide an area of interest. Their advisers will help plan out the courses for that area until they confirm a major. Career Services is staffed by professionals equipped with the skills, resources, and tools to help students decide on a major.

Students interested in transferring to FSU or FAMU are encouraged to join our TCC2FSU or TCC2FAMU programs which are designed to facilitate the transition to either institution. Every semester TCC hosts an FSU Day and a FAMU Day where representatives from FSU and FAMU are available to meet with students to address any questions about their intended majors.

### **How do they sign up for tutoring if they need it?**

Information about tutoring can be found [HERE](#).

Services are first-come, first-serve, with no appointment necessary. There is no charge for tutoring. Tutoring services are offered both in-person and online.

### **How can our student tell what classes there is tutoring available for and at what times?**

Information about tutoring can be found [HERE](#).

The Learning Commons is open Monday through Thursday from 7:30 a.m. until 7:30 p.m. and Friday from 7:30 a.m. until 5:00 pm.

### **Where can a student get the Microsoft Office software for their PC or Mac?**

TCC's Microsoft Office benefit allows current faculty, staff, and students to download the latest versions of Microsoft Office at no cost. Each user can install Microsoft Office on up to five devices.

Click to download Microsoft Office [HERE](#).

### **Do you need to sign up for a study room at the library and if so, how do you do that?**

Individual and group study rooms can be booked [HERE](#).

Rooms can be reserved up to three days in advance and can be booked from 30 minutes to two hours for a maximum of four hours per day. Each study room has a table and chair, a whiteboard, and at least one power outlet. Whiteboard markers can be checked out at the service desk.

**Where can a student get help if they need to unlock their password, forgot their password, or need to change their password or change their security question?**

Students can contact our Help Desk at (850) 201-8545, or can submit a help ticket [HERE](#).

Support hours are Monday through – Thursday from 8 a.m. until 6 p.m., and Friday from 9 a.m. to 5 p.m.

**When is the bookstore open?**

The bookstore is open from 8 a.m. until 5 p.m., Monday through Friday.

**My child bought books already then classes changed to all online. Are hard cover books the same as online books?**

Yes, the books can be used for both in-person and online courses.

**Does my child have to sign up for TCC2FSU or TCC2FAMU now or can they make that decision after one year?**

*Yes, students can join after starting at TCC. However, students interested in the TCC2FSU or TCC2FAMU programs should sign up prior to earning 30 credits.*

**Will there be any intramural sports or club activities this Fall Semester?**

Yes! Learn more about intramurals [HERE](#). Learn about clubs and organizations [HERE](#).

**How can we get in touch with an Academic Advisor?**

Each student has an assigned Academic Advisor. Find your student's advisor and how to contact them [HERE](#).

Advisors are available to meet with students in person or remotely by appointment during non-peak registration times.

### **What are Success Coaches and how does my student connect with one?**

Success Coaches help students navigate their courses and provide support designed to increase success. Every first-time-in-college (FTIC) student will be assigned a success coach. Success coaches contact students through text, phone, and email.

### **My child needs StarMetro card for transportation to campus. How do we get that?**

Tallahassee Community College and the City of Tallahassee have partnered to offer TCC students, faculty and staff discounted passes for unlimited use of StarMetro bus services during Fall, Spring and Summer semesters. This pass allows for unlimited use of bus service for customers using their valid TCC ID.

Discounted StarMetro passes can be purchased for \$99 per semester. This fee can be charged against student financial aid, if funding is sufficient, by providing authorization on the StarMetro Charge Authorization electronic form in Workday > TCC College Forms > Financial Aid > StarMetro Charge Authorization.

**There are no refunds available on this bus pass once the form is submitted.** Please allow two business days for payment processing before using StarMetro services.

StarMetro information and route details can be found [HERE](#).