

2021

MENTOR HANDBOOK

The mission of tnAchieves is to increase higher education opportunities for Tennessee high school students by providing last-dollar scholarships with mentor guidance.



In partnership
with:



WELCOME

Dear tnAchieves Mentor,

Thank you for your commitment to the thousands of students across our state, but particularly to those you will serve in your community. In its inaugural year, TN Promise accepted more than 58,000 students statewide from the Class of 2015, leading to an unprecedented 4.6 percent increase in our state's college-going rate. Since then, TN Promise students have outpaced their peers in retention and graduation rates by 32 and 18 percentage points respectively. While the funding is critical, at tnAchieves, we believe supports matter. With more than 62,000 students applying from the Class of 2021, your support is vital. We simply cannot do this work without you!

The tnAchieves handbook will serve as a guide to both you and your students as they complete steps to successfully enrolling in college. The handbook provided to your students is nearly identical to yours, allowing you to easily point your students to specific information including scholarship requirements, eligible TN Promise institutions or CONNECT mechanics. You will remind them of important deadlines, encourage them when they become frustrated and meet virtually to build a relationship that helps them navigate the college-going process.

You will serve as the conduit between the program and the students. You may be the person the student calls at the last minute before a deadline when they do not understand a form or when they are ready to give up. Stay positive! Working with high school students is not always easy. I always say, "Don't let the 18-year-old hurt your feelings!" This simply means remember why you are doing this and continue to dig in even when they are non-responsive. And please reach out to tnAchieves when you need help as we certainly do not expect you to know all the answers! Lean on us.

We provide you with information during your training that intends to help you understand the students we serve; however, please remember that situations will arise that are not covered in this handbook – this is the time to engage the tnAchieves team.

Thank you again for your time and effort as we work to change lives and transform communities. You are making an important dent in the universe and we are so thankful for you!

Best regards,

Krissy DeAlejandro

tnAchieves, Executive Director

MENTORS

Handbook Perspective

As you begin navigating your tnAchieves Mentor Handbook, you will notice that many of the pages are written in student-voice. This is intentional, as we believe it is important for you to see the information students received.

However, to provide context to specific pages, you will find boxes similar to this one with additional mentor-specific details. Each page of this handbook mimics the tnAchieves Student Handbook unless otherwise noted.

2021 tnAchieves Mentor Checklist

- | | | |
|-------------------------------------|-------------------------------|---|
| <input checked="" type="checkbox"/> | BY
MARCH 1, 2021 | Complete tnAchieves mentor training. |
| <input type="checkbox"/> | BY
MARCH 15, 2021 | Receive list of assigned tnAchieves students. |
| <input type="checkbox"/> | BY
APRIL 2, 2021 | Find each student's WHY via virtual face-to-face meeting.
<small>Learn more about Find Your Why on pages 11-12.</small> |
| <input type="checkbox"/> | BY
AUGUST 16, 2021 | Ensure each student is prepared to begin classes via virtual face-to-face meeting. |
| <input type="checkbox"/> | BY
OCTOBER 16, 2021 | Ensure each student is finding success during their first semester via virtual face-to-face meeting. |
| <input type="checkbox"/> | BY
DECEMBER 6, 2021 | Wish your students the best of luck on their college journey! |

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CONNECT WITH US

MENTORS

Like students, mentors will receive an email from tnAchieves every Monday. This email intends to highlight important dates, requirements and other information that bring value to your mentoring experience. If you do not receive the tnAchieves Monday Email, please email mentors@tnachieves.org to resolve the problem.

In addition to the Monday Email, tnAchieves may use text messaging to keep you updated on important steps in the program.

Mentors can utilize tnAchieves CONNECT to engage with our team and access other valuable resources. Visit pages 6-7 of this handbook for more information about utilizing tnAchieves CONNECT

Please know that tnAchieves is here to serve as a resource for you as you serve your assigned students. We will maintain regular communication with you to ensure you are aware of upcoming requirements and steps.

Maintaining a connection with tnAchieves is vital to your success! Utilize our various opportunities to stay engaged and ensure you never miss a deadline or step along the way!

Mondays

Check your email every Monday for an update from tnAchieves. We will be in touch regarding upcoming virtual meeting requirements, college requirements, community service opportunities and other important information. If you do not receive your tnAchieves Monday email, please email tnachieves@tnachieves.org so we can update your email address. You can reply to our weekly email if you have any questions!

Text Messaging

We will send text messages regarding various TN Promise requirements. You will receive messages reminding you of your upcoming virtual meeting requirements, the FAFSA filing and community service deadlines as well as other important topics. You can reply to our texts and someone will respond!

CONNECT

We will utilize tnAchieves CONNECT, our new online mentoring platform, to send reminders, post resources and provide a platform for discussion. Our team is also available to message or video chat through CONNECT. You will be expected to log into CONNECT regularly to stay up to date on your scholarship requirements and engage with your tnAchieves mentor. Learn more about CONNECT on pages 6-7!



Follow **@tnAchieves** on Twitter, Instagram and Facebook for regular updates on requirements and other important information. We will also share interesting stories about our students, mentors and local leaders. We are always available via the chat feature on the social media platforms to answer your questions and provide advice.

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PARTNERSHIP

Board Members

Randy Boyd

Founder of Radio Systems Corporation, the former Commissioner of the TN Department of Economic and Community Development, Chairman of tnAchieves and President of the University of Tennessee. He received a bachelor's degree from the University of Tennessee in Industrial Management in 1979 and a master's degree in Liberal Studies from Oklahoma University in 1988.

Bill Haslam

49th Governor of Tennessee. Before being elected Governor, he served as the President of Pilot Corporation and the Mayor of Knoxville. He also served on the tnAchieves board of directors when the program launched in 2008. Governor Haslam holds a bachelor's degree from Emory University.

Dr. Linda Martin

Vice President for Academic Affairs and Student Success for the University of Tennessee System. Linda earned a bachelor's degree from Ohio State, a master's degree from Virginia Tech and a doctorate from Colorado State University—all in animal science.

Mike Ragsdale

Partner in a consulting company, Tennessee Strategies, LLC. He was elected to serve as Knox County mayor in 2002 and again in 2006. The first in his family to attend college, he completed a doctorate in education at the University of Tennessee where he also received the Torchbearer award as an undergraduate student.

Tim Williams

Co-founder and CEO of 21st Mortgage Corporation. 21st Mortgage is the highest volume lender in the manufactured home industry. In 2003, 21st Mortgage was acquired by Berkshire Hathaway Company. Tim holds a bachelor's degree and master's of business administration from the University of Tennessee.



tnAchieves is a nonprofit partnering organization to TN Promise. tnAchieves works directly with students as they complete the scholarship requirements, including attending virtual mandatory meetings, completing the FAFSA, working with a mentor and submitting community service hours. tnAchieves supports TN Promise students from high school to a college credential.



TN Promise is a last-dollar scholarship that funds tuition and mandatory fees for up to five semesters at a community college or eligible four-year institution or eight trimesters at a Tennessee College of Applied Technology (TCAT).

As a last-dollar scholarship, TN Promise covers a student's tuition and mandatory fees not paid by federal or state funds (i.e., the Pell Grant, HOPE Scholarship, Tennessee Student Assistance Award and Wilder-Naifeh Technical Skills Grant).



The Tennessee Student Assistance Corporation (TSAC) is a governmental financial aid agency that handles state and federal aid for Tennessee students. It administers TN Promise funds directly to post-secondary institutions.

The tnAchieves Story

tnAchieves began as knoxAchieves in 2008, launched as an economic development and student success initiative by former Knox County Mayor Mike Ragsdale, then Knoxville Mayor Bill Haslam and businessmen Randy Boyd, Rich Ray and Tim Williams. Because of its success, knoxAchieves was charged with expanding the program statewide, thus tnAchieves was launched in 2011. tnAchieves ultimately seeks to build a strong workforce by increasing educational attainment opportunities across the state. More importantly, we hope to improve students' quality of life, increase the value of education in Tennessee and create more lifelong learners. Today, tnAchieves partners with TN Promise in 90 of the 95 Tennessee counties.



STUDENT CHECKLIST

Use the checklist below to stay on track to receive your TN Promise scholarship!

TN Promise eligibility requirements are listed in green.

<input checked="" type="checkbox"/>	BY NOVEMBER 2, 2020	Complete the 2021 TN Promise application. Visit www.TNPromise.gov .
<input checked="" type="checkbox"/>	FALL 2020	tnAchieves handbook will be mailed to home address.
<input type="checkbox"/>	BY MARCH 1, 2021	Create your tnAchieves CONNECT account.
<input type="checkbox"/>	BY MARCH 1, 2021	File the 2021-2022 Free Application for Federal Student Aid (FAFSA). Visit www.fafsa.gov .
<input type="checkbox"/>	BY APRIL 1, 2021	Apply to an eligible TN Promise institution. A list of eligible institutions can be found on page 16.
<input type="checkbox"/>	SPRING 2021	Utilize tnAchieves CONNECT to meet with your tnAchieves Mentor Learn more about tnAchieves CONNECT on pages 6 and 7.
<input type="checkbox"/>	BY MAY 1, 2021	Submit all requested admissions documents to anticipated college. Check your college email for admissions updates.
<input type="checkbox"/>	BY MAY 31, 2021	View TN Promise Mandatory Virtual Meeting Webinar Students access the mandatory webinar at tnAchieves.org .
<input type="checkbox"/>	BY JULY 1, 2021	Complete and submit 8 hours of community service. Submit by 11:59 PM CT at www.tnachieves.org . See pages 22-23 for future deadlines.
<input type="checkbox"/>	BY JULY 1, 2021	Complete financial aid verification, if selected. Verification is completed through your college's financial aid office.
<input type="checkbox"/>	BY JULY 1, 2021	Ensure your college is listed on your TSAC Portal and FAFSA. See pages 19-20 for instructions on how to update your TSAC Portal and FAFSA, if needed.
<input type="checkbox"/>	FALL 2021	Enroll as a full-time student at a TN Promise eligible institution. Students must be enrolled in a minimum of 12 credit hours at a community college, eligible four-year college or in a full-time program at a Tennessee College of Applied Technology (TCAT).
<input type="checkbox"/>	FALL 2021	Utilize tnAchieves CONNECT to meet with your tnAchieves Mentor Learn more about tnAchieves CONNECT on pages 6 and 7.
<input type="checkbox"/>	ONGOING	Stay in communication with your tnAchieves mentor. See pages 11-13 to learn more about your mentor and his/her role.
<input type="checkbox"/>	ONGOING	Check your email every Monday for weekly updates from tnAchieves. tnAchieves will send you weekly emails containing important information regarding your participation in the program.

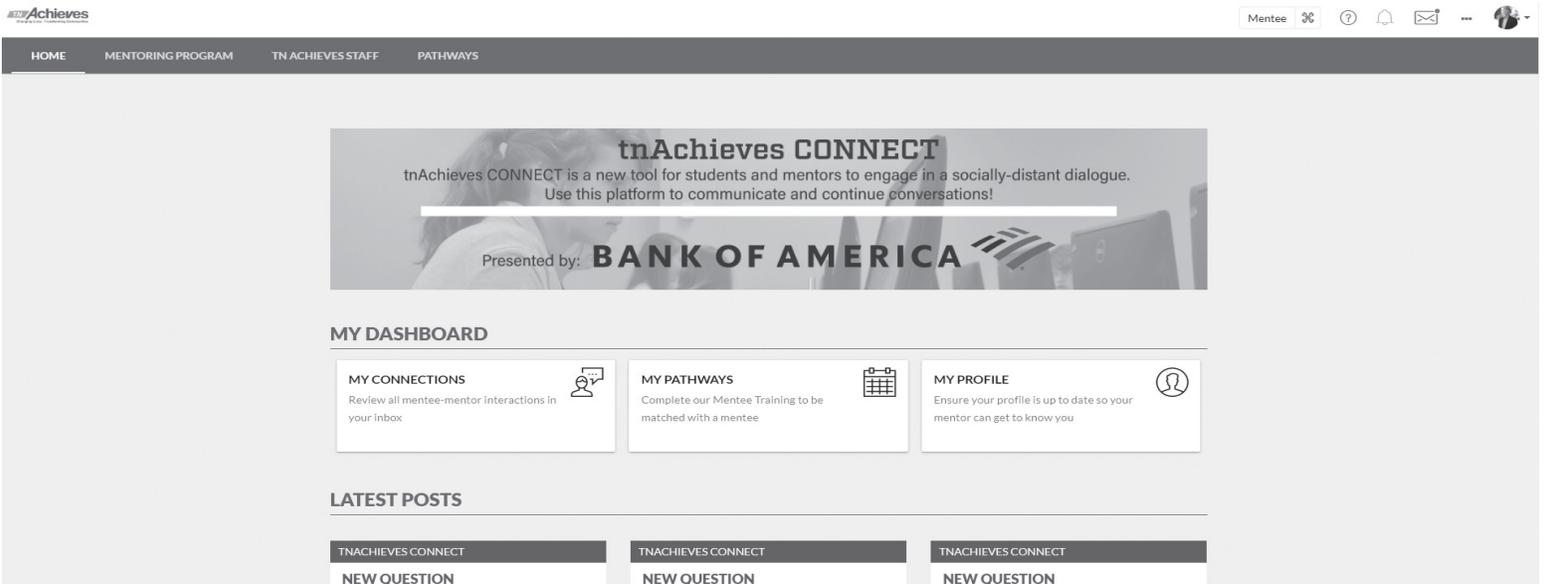
NOTES

MENTOR TIP

"Encourage students to fulfill all TN Promise requirements regardless of other communication they are receiving, in case they were misinformed by another person."

Mary Lou, Stewart County Mentor

PRESENTED BY: BANK OF AMERICA



What is tnAchieves CONNECT?

Through the generous support of Bank of America, tnAchieves CONNECT is a new tool that allows students and mentors to interact in a safe, online platform. You will be paired with your tnAchieves mentor on tnAchieves CONNECT, which allows you to easily communicate with one another. Our team will also use the platform to share useful resources, tips and other information that will ensure you are successful transitioning to and through college.

Why is tnAchieves CONNECT important?

We strongly believe in the power of a tnAchieves mentor and the value he/she brings to a student's college success. To ensure students and mentors still have the opportunity to meet face-to-face without our traditional in-person meetings, we invested in an online mentoring platform that includes video conferencing and instant messaging. tnAchieves CONNECT gives students and mentors the ability to build a relationship virtually and remain in consistent contact.

Ensuring that students remain connected to our program when we are not able to meet in person is a priority for our team, and tnAchieves CONNECT helps keep you in the loop! Use the platform to connect with your mentor and the tnAchieves team as well as gain access to valuable resources!

MENTORS

You will be paired with 5-10 students in March. This will be after your students have received their tnAchieves handbook and following the March 1, 2021 FAFSA deadline.

Please do not be intimidated by that number. Every year, many students apply but do not complete the program for a variety of reasons. The majority of those students often choose to attend institutions outside of TN Promise eligibility.

You will receive your list of students and their contact information via email. At that point, we ask that you contact them. We encourage you to introduce yourself to the students' parent(s) or guardian(s) first, then follow with an introductory email, text or call to your students.

It is important to recognize that many parents and guardians will be unfamiliar with the tnAchieves program and college access process. Not all of them will be engaged in their student's post-secondary journey.

You will schedule a time to meet your students individually via a virtual face-to-face meeting on tnAchieves CONNECT. During that time, you will get to know your students and begin setting goals for college success!

tnAchieves CONNECT

PRESENTED BY: **BANK OF AMERICA** 

Creating Your tnAchieves CONNECT Account

1. Receive your unique tnAchieves CONNECT link from tnAchieves via email after completing mentor training.
2. Follow this link to activate your CONNECT account.
3. Click **Email**.
4. On the **Create Account page**, create a password by typing a password in to the Password field and click **Continue**.
 - This will be the password used to log into your tnAchieves CONNECT account until you change it.
 - Once you create your password, your account is officially activated. If you return to the unique link used to activate your account, you will be directed to login using your newly created password.
5. **After creating your password, your account is activated.** You will be redirected to enhance your profile on the MORE ABOUT ME page.
6. On MORE ABOUT ME, your primary phone number will be automatically filled and you can select personal interests to share with your students. Once you have selected your preferred personal interests, click **Continue**.
7. On MY QUICK BIO, you can continue to enhance your profile by uploading a picture, creating a headline, setting your location and recording your current employer/role. Once you have completed this page, click **Continue**.
8. On HAPPY TO CHAT ABOUT... **select industries and topics** that you are comfortable discussing with your mentees. This helps your students understand your expertise and interests. Once you have selected topics, click **Continue**.
9. On SMS NOTIFICATIONS, enter your mobile phone number in this format (###) ###-####. Then, select **New connection requests, Upcoming meetings and New message**. By selecting these options, you will receive text message notifications when there is activity on your CONNECT account. Click **Continue**.
10. On PLEASE REVIEW AND SIGN AGREEMENT, review the terms, select **I have read the entire agreement above.**, and draw your signature in the designated box. Click **Next**.
11. After clicking **Next**, you will be directed to the tnAchieves CONNECT homepage.

Connecting with your Students

From the tnAchieves CONNECT homepage, follow the steps below:

1. Under MY DASHBOARD, click **MY CONNECTIONS**.
2. You will be directed to the messaging interface, where you can instant message, video chat and schedule meetings/goals.
3. Your assigned students will be listed on the left side of your screen.
 - If a blue message appears in a students' chat box indicating that they have not joined tnAchieves CONNECT, please encourage him/her to activate his/her CONNECT account via phone call or text message.
4. To view your assigned students' profiles, simply click the link found in the messaging dialogue box for each student.
 - You can also click the  button at the top of the messaging dialogue box. An option to view a student's profile is available in that menu.

Connecting with the tnAchieves Team

Our team is available on tnAchieves CONNECT to message or video chat. Connect with us to ask questions or share concerns! We are always available to help!

1. Click **tnAchieves Staff** on the menu at the top of the tnAchieves homepage.
2. Staff members that are online will be listed at the top of the page, however feel free to connect with any of the team members available in the platform.
3. To initiate a conversation with a staff member, simply click **Let's Connect** and send a message.
 - For your convenience, three recommended emails will be available if you have a frequently asked question. You are certainly welcome to send a customized message as well.
4. After sending a message to a staff member, the conversation will be stored in the messaging interface where your students are located.

WHO IS MY MENTOR?

In March, you will be assigned a volunteer mentor who has made the commitment to encourage and support you as you transition from high school to college. This is one of the most valuable resources you have with TN Promise.

This is your chance to receive guidance and support. Mentors are invested in helping you succeed. Applying to college and everything that goes with it can be an intimidating process. Your mentor is there to help! Be willing to openly communicate with your mentor as you prepare to start your first semester of college and do not hesitate to ask them questions.

Your mentor is a(n)...	Your mentor is NOT a...
Resource	Person with all the answers
Encourager	Best friend
Person who wants you to succeed	Tutor

As a TN Promise Scholar, it is your responsibility to engage with your mentor during the tnAchieves program. This is a chance to learn how to develop meaningful relationships with mentors who can provide support and opportunities for you to grow in your education and career.

As a mentee, you are...	As a mentee, you are NOT...
Willing to ask questions	Unkind
Responsive to your mentor	Unresponsive
Thankful and kind	Rude

Connect with your mentor when...

- You have a question.
- You complete a step in the process. They want to celebrate with you!
- He/she asks a question of you via email, text message or voicemail.
- You are excited/nervous/worried about starting college.

You will meet your mentor for the first time via a virtual face-to-face meeting on tnAchieves CONNECT. This is an opportunity to get to know your mentor and for them to get to know you. Be willing to open up, answer their questions and ask any questions of your own.

MENTORS

One challenge all tnAchieves mentors often face is unresponsive students. All of our students differ in terms of motivation and engagement, so patience and persistence are incredibly important. We recommend contacting your students prior to your virtual face-to-face meeting. During the virtual face-to-face meeting, establish communication guidelines. Ask them how they prefer to be contacted – email, texting, etc.– and discuss the importance of their responsiveness to your communication, even if it is just a “thank you.” Having this discussion together will better equip students to respond and engage with you.

TIP: Prompt your students to respond to your correspondence by ending a text or email with, “Please respond with a YES that you received this email/text.” We have found this to be helpful.

MENTOR COMMUNICATION

In March, your mentor will begin communicating with you. They will initially introduce themselves via tnAchieves CONNECT, text message, email or phone call. They may share about their college experiences, career and why they decided to become a mentor. **Keep an eye out for this communication and be quick to respond when you receive it!**

Example Message from Your Mentor

Hello, Jason,

My name is Stephen, and I am your tnAchieves mentor. I am here to help you with the college going process and to help you be successful once you enter college. I am excited to work with you!

I am going to check in with you every two weeks to remind you of upcoming dates and deadlines that are important to your success and eligibility with TN Promise. I am available to help you with any questions that you have about the process so feel free to let me know if I can be of assistance.

You can reach me via tnAchieves CONNECT, email, text or phone call. My contact information is below!

In the coming weeks, I hope to schedule a virtual face-to-face meeting with you via tnAchieves CONNECT! This will give us an opportunity to get to know each other and ensure that I understand your goals and aspirations. In the meantime, please let me know if you have any questions. I am excited to work with you this year and see you accomplish great things!

Do me a favor, and let me know that you have received my email. Even just a "Thank you!" will do.

Sincerely,
Stephen

Example of an Email to Your Mentor

Hi, Stephen,

Thank you for emailing me. I am really excited about the TN Promise scholarship. No one in my family has been to college, so I am kind of nervous about how it all works. Thank you for working with me as my mentor.

I look forward to meeting you!

Jason

Example tnAchieves CONNECT Communication

The screenshot displays the tnAchieves CONNECT messaging interface. On the left, there is a sidebar with a search bar and a list of active threads. The main area shows a conversation with a mentor named Matthew. The messages are as follows:

- 1:56pm** (Mentor): Hi, Matt! I hope you are having a fantastic senior year! My name is Tyler, your tnAchieves Mentor. I'll be here to help with any questions you have and make sure you are successful. Have you applied to any colleges so far?
- 1:56pm** (Student): Hey Tyler! Senior year has been great so far. My counselor asked me about my plans after graduation recently. I want to go to college, but I am not really sure what my next steps are. I haven't applied anywhere yet.
- 2:05pm** (Mentor): That's great! You can find a list of TN Promise eligible institutions here. I would encourage you to apply at at least one of these schools! Would you want to setup a time soon when we could meet on CONNECT to discuss your options? I want to make sure you apply soon!
- 2:10pm** (Student): Thanks for the information. I would like to set up a time to talk about this more. I work after school on Monday, Wednesday, and Friday. Are you free on Tuesday or Friday evening?

At the bottom, there is a text input field with a "Send" button. On the right side, there is a sidebar with "Goals" and "Notes" sections. The "Goals" section includes a dropdown menu for "All Goals" and an "Add Goal" button. Below that, there are two goal items: "Set up class schedule!" and "Meet with your advisor!". The "Notes" section is currently empty. At the bottom right, there is a help icon (question mark).

SUGGESTED COMMUNICATION

Once you have introduced yourself to your students, we ask that you begin to communicate with them every two weeks. The following suggested communication items reflect upcoming student deadlines and can help guide conversations. Feel free to take these and make them your own!

Prior to your virtual face-to-face meeting: "I sent you a message on tnAchieves CONNECT! Check it out and let me know when you would like to schedule a virtual face-to-face meeting in CONNECT. In the meantime, think about WHY you are going to college. We will use your thoughts to guide our face-to-face conversation!"

March 15: "Does your college require you to take a placement test? If you do not know, give the admissions office a call to find out!"

April 1: "Have you asked your counselor to send your official transcript to your college? You must do this! If you have yet to apply to college, you need to do so as soon as possible."

April 15: "Does your college provide email accounts? If you do not know, it is important to check as that is usually how the college sends you important information!"

May 1: "You have two months to complete and submit your first 8 hours of community service. Do you need help finding somewhere to complete these hours?"

May 15: "Check in with the admissions and financial aid offices to determine what documents they need from you. Do not forget to check your college account each week!"

June 1: "Happy graduation! Now that you are on summer break, take advantage of your free time and complete your 8 hours of community service. Remember, your first deadline to complete and submit your community service hours is July 1!"

June 15: "Have you completed and submitted your 8 hours of community service? If not, you have just two weeks left to complete and submit them by the July 1 deadline!"

July 1: "Today is the deadline to submit your 8 hours of community service! Remember, you will submit your hours at www.tnachieves.org. Also, remember to submit any required verification documents to your college's financial aid office, if needed. If you do not know if you were selected for verification, please check your college account or call financial aid today."

July 15: "Have you logged into your college account to see if you were selected for financial aid verification? If you are selected, please submit all required documents to the financial aid office as soon as possible!"

August 1: "Make sure to double-check your college email to ensure that you do not have any outstanding documents or requirements prior to enrollment!"

August 15: "Good luck in your first week of classes! Make sure to show up early, introduce yourself to your professors and read your syllabus."

September 1: "Let's schedule a virtual face-to-face meeting this month! When would be a good time to meet?"

September 15: "How are your classes going? If you need help with anything, let me know!"

October 1: "The FAFSA for the next school year opens today! I would encourage you to begin the filing process now at www.FAFSA.gov!"

October 15: "How is your first semester? If you would like help in your classes, remember that there are FREE resources on campus and online that can benefit you."

November 1: "You have one month until the community service deadline. Also, begin preparing for finals now to set yourself up for success! Know what projects or tests you have left to schedule study time wisely."

November 15: "Good luck on your finals! Make sure to study! Also, your next community service deadline (December 1, 2021) is two weeks away!"

December 1: "Today is the deadline to submit your 8 hours of community service. Remember you will submit your hours at www.tnachieves.org!"

December 15: "Do not forget that you must complete your FAFSA again. You will have until the established deadline to complete the 2022-2023 FAFSA!"

COMMUNICATION PLAN

November/December 2020

- The tnAchieves Student Handbook is mailed to each student's home address.
- An email is sent to each TN Promise applicant containing a link to an introductory webinar explaining the scholarship details.
- The tnAchieves Parent/Guardian Handbook is mailed to the home of every TN Promise applicant outlining the college process.

November 2020-May 2021

- Weekly Monday emails begin.
- Students are emailed a copy of tnAchieves policies.
- Students are reminded of the TN Promise FAFSA filing deadline via email and text message.
- Students are reminded of the mandatory virtual team meeting that must be completed at tnAchieves.org by May 31, 2021 via email and text message.
- Reminders for FAFSA filing and the mandatory virtual team meeting are posted to social media, including Twitter, Facebook and Instagram.

This outline does not include all email/text reminders sent to parent(s)/guardian(s). It is important to note that tnAchieves uses the contact information provided on the TN Promise application to communicate with students. It is the students' responsibility to notify tnAchieves should their contact information change.

MENTOR TIP

"Send messages to your students individually. When I was a student and I received a group message it was like a calendar reminder. It prompted me to act but it did not feel like a person on the other end. As a mentor I send individual messages to my students and I receive more responses this way."
Former tnAchieves student and current mentor, Shelby County

FIND YOUR WHY

tnAchieves understands the intrinsic nature of deciding to transition from high school to college.

While for some students pursuing college is a forgone conclusion, many struggle with the value proposition associated with post-secondary education. This is particularly true for opportunity youth. tnAchieves has always battled the challenges of cultivating a college-going mindset within its target population; however, COVID-19 presents a next-level opportunity to reimagine how our organization provides information to students. Rather than simply focus on **the how**, tnAchieves will launch a communications strategy centered on **the WHY**.

This year, we are asking you to shape your mentoring experience by discovering your students' **WHY** and using that motivation to encourage them through the college-going process. We began this campaign last fall by asking all of our college students why they are attending college. We received more than 4,000 responses in one day! We learned that students go to college to break family cycles, to set an example for siblings or to prove to themselves that they can achieve this goal. We also learned that students attend college to create a more financially secure future, to expand career opportunities or to pursue a major/career interest they are passionate about.

tnAchieves will be featuring different themes around why students go to college that will change from month to month. We will introduce a video series diving into each theme in hopes that at some point during the campaign every student will feel a connection with a tnAchieves stakeholder that is featured. We are going to ask you to share your why and use your students' why as a tool to keep them motivated. This will mean that mentoring in 2021 will be more personal than ever!

Will your students that have two parents that went to college and are attending because it is the logical or expected next step for them need you as much as the student that is determined to break his/her family cycle and escape poverty? Probably not! Will your students that are passionate about a specific career opportunity have different questions than a student that is motivated to attend college to become more financially secure? Probably so! We know that a student's intrinsic motivation may be the most powerful driving force to earn a degree, and we are asking you to tap into that to help your students be successful in their collegiate journeys!

Each month we will provide you with a different theme to explore with your students. This will help you navigate the how and why of college! tnAchieves will provide monthly webinars around each theme featuring different stakeholders as well as the previously mentioned video series. You will get to meet our staff, our students, parents, other mentors and our external partners. We are so excited to launch this new approach to mentoring and hope you will find it a useful resource in 2021!

With student voice as our compass, we have established milestones for mentors to accomplish with each of their students:

BY: 4/2 Find each student's WHY via virtual face-to-face meeting!
Have a conversation with each student about why they are going to college. Determine each student's **why** and record it in CONNECT.

BY: 5/1 Report student application status when they apply to college.
Have conversations with your students about the different types of colleges and which may be the best fit. Many students are not aware of the variety of colleges/programs that are TN Promise eligible.

BY: 5/31 Ensure that students have viewed the mandatory virtual team meeting webinar.
As a mentor, you can share the link with students and follow up to ensure they are aware of the requirement. You can check each student's CONNECT account to determine if students have completed this step.

FIND YOUR WHY

BY: 6/1 **Ensure that students are registered for at least 12 credit hours/full-time program for the fall term.**
Helping students navigate the enrollment process can ensure they have the confidence to begin college in the fall. Common roadblocks occur around choosing a major, understanding the value of a college education in the workforce and communicating with their advisor.

BY: 7/1 **Ensure that students complete and submit 8 hours of community service.**
Students often need help connecting with valuable community service. Due to COVID-19, tnAchieves developed virtual community service opportunities at tnAchieves.org/virtual. Mentors can share these virtual options with their students.

BY: 8/1 **Encourage your students to submit his/her class schedule to CONNECT.**
To help you organize students' progress, encourage them to submit their class schedules to CONNECT. By evaluating each student's class schedule, you can help them with time management and prioritizing.

BY: 8/16 **Ensure each student is prepared to begin the fall semester via virtual face-to-face meeting.**
To ensure each student is on track to begin classes in the fall, schedule a virtual face-to-face meeting in CONNECT. This will present each student with the opportunity to ask any questions and present any concerns.

BY: 9/1 **Ensure each student begins their fall semester.**
Follow up with each student once classes begin to ensure they are understanding the daily college life. This will give them an opportunity to ask any questions and you can connect them with the appropriate resources.

BY: 10/16 **Ensure each student is finding success during their first semester via virtual face-to-face meeting.**
Use CONNECT to schedule virtual face-to-face meetings with each of your students. During this virtual meeting, check-in on the student's **why** and ensure they are progressing in their first semester of college.

BY: 10/31 **Ensure each student views the fall virtual team meeting webinar.**
This webinar focuses on upcoming TN Promise requirements and college success. You can check each student's CONNECT account to determine if students have completed this step.

BY: 11/1 **Ensure each student is registered for spring classes.**
Check with each student to ensure that they register for the upcoming semester. Students may need help understanding who to contact to register for classes, so this presents an opportunity for you to act as a resource.

BY: 12/1 **Ensure that students complete and submit 8 hours of community service.**
Students often need help connecting with valuable community service. Due to COVID-19, tnAchieves developed virtual community service opportunities at tnAchieves.org/virtual. Mentors can share these virtual options with their students.

BY: 12/6 **Wish your students the best of luck on their college journey.**
As your mentoring experience with this group of students comes to a close, wish them luck in the upcoming semester. We will share an end-of-year survey in December to collect your thoughts on the year's program!

VIRTUAL TEAM MEETING

Due to the ongoing COVID-19 pandemic, your mandatory meeting requirement will be completed virtually. **The deadline to view the mandatory virtual team meeting is May 31, 2021!**

You will access the virtual team meeting on tnAchieves.org, view the video in its entirety and press submit. By viewing the virtual team meeting, you will satisfy your TN Promise team meeting requirement.

Step 1: Log into the virtual team meeting!

You will log into the virtual team meeting at tnachieves.org/team-meeting.

To log in, you will provide:

- First and Last Name
- Date of Birth
- Last Four Digits of your Social Security Number

The screenshot shows the top navigation bar with 'STUDENTS', 'MENTORS', and 'COUNTY STATISTICS'. A dropdown menu is open under 'STUDENTS', listing options like 'CHANGE OF INSTITUTION', 'COMMUNITY SERVICE', 'SUBMIT COMMUNITY SERVICE', 'COUNSELOR RESOURCES', 'ELIGIBLE INSTITUTIONS', 'FAFSA', 'FALL TEAM MEETING', 'FREQUENTLY ASKED QUESTIONS', 'KNOX PROMISE', 'POLICIES', 'RESOURCE GUIDES', 'TN PROMISE REQUIREMENTS', 'TN PROMISE SUMMER SUCCESS PROGRAM', and '2020 MATERIALS'. A search bar is also visible.

To remain TN Promise eligible, students (not parents/guardians) will be responsible for watching a team meeting webinar prior to May 31, 2021 at 11:59 CT. The webinar covers all of the content traditionally covered at the Spring Team Meeting, including an overview of a last-dollar scholarship, the tnAchieves Summer Bridge Program, next steps after college application and the community service deadline. Failure to watch the webinar in its entirety will result in loss of TN Promise eligibility. See below for directions on how to log into your student account to watch the **MANDATORY** webinar.

After clicking the button below:

1. Enter:
 - o Student first and last name
 - o Student date of birth
 - o Last four digits of student's Social Security Number
2. Click **Submit**.
3. Click **play** on the YouTube video.
4. Watch the webinar in **its entirety**.
5. Click **submit**.

[CLICK HERE TO WATCH THE MANDATORY WEBINAR](#)

Students are also responsible for communicating with their assigned TN Promise mentors when they reach out. This could be via text, email and/or phone.

tnAchieves wants nothing more than to see students transition from high school to college. If you have questions, please feel free to [reach out](#) anytime. We are here to help!

Step 2: View the virtual team meeting webinar!

You will view the virtual team meeting webinar in its entirety. Once the webinar concludes, press **Submit**.

By pressing Submit, you are satisfying your TN Promise team meeting requirement.

The screenshot shows the 'Class of 2021 Mandatory Team Meeting Webinar' registration form. It includes the TN Achieves logo and tagline 'Changing Lives, Transforming Communities'. The form has fields for 'First Name', 'Last Name', 'Date of Birth', and 'Last 4 Digits of SSN'. Below the form, there is a video player area with a '2021 STUDENT HANDBOOK' cover image. The cover features the TN Achieves logo and the text: 'The mission of tnAchieves is to increase higher education opportunities for Tennessee high school students by providing last-dollar scholarships with mentor guidance.' At the bottom of the cover, it says 'In partnership with TN Promise'. A 'Submit.' button is located at the bottom left of the form area.

Step 3: Follow up to meet with your mentor!

After viewing the mandatory virtual team meeting, reach out to your mentor via [tnAchieves CONNECT](#) to schedule a virtual face-to-face meeting. This will give you the opportunity to ask any questions or clarify any of the information you learned during your virtual team meeting.

Before You Begin

The fastest way to sign your application and have it processed is to create an FSA ID. The FSA ID allows students and parent(s)/guardian(s) to identify themselves electronically to access FSA websites. An FSA ID is also the only way to access or correct your information online.

If you have an FSA ID but forget your username or password, attempt to log in on the FAFSA home page and click on **forgot username** or **forgot password**.

Dependency

If you are a dependent student, you will report your and your parent(s)/guardian(s)' information. If you are an independent student, you will report your information (and, if you are married, your spouse's). For clarification on your status, please visit: www.studentaid.ed.gov/sa/fafsa/filling-out/dependency.

Reporting Parent/Guardian Information

There are numerous scenarios a student may encounter when reporting parent/guardian information on the FAFSA. The answers to questions regarding parent/guardian information may differ based on your parent(s)/guardian(s)' marital status and living situation. If you have a question regarding your unique situation, you can visit www.studentaid.ed.gov/sa/fafsa/filling-out/parent-info for a breakdown of multiple scenarios. You can also contact the financial aid office of the college you plan to attend to ask specific questions.

Making Corrections to FAFSA

Log into FAFSA on the Web using your FSA ID and password, and click **Make FAFSA Corrections**.

When correcting your FAFSA, you can:

- Add or remove colleges from your application;
- Change your email or mailing address; and/or
- Correct any field in your FAFSA other than your Social Security number.

Any corrections you make to your application using FAFSA on the Web will be processed in three to five days. You will receive a revised Student Aid Report (SAR) reflecting the corrections that you made to your application. All of the schools you listed on your FAFSA will have access to the revised information one day after it is processed.

IRS Data Retrieval Tool

The IRS Data Retrieval Tool allows students and parents to access the IRS tax return information needed to complete the FAFSA and easily transfer the data directly and accurately into the FAFSA from the IRS website.

In the finances section of your FAFSA, click **Link to IRS** and log in with the IRS to retrieve your tax information. On the IRS website, you must enter the requested information exactly as it appears on your tax return. Click the **Transfer My Tax Information into the FAFSA** box and then review to ensure your information has been transferred into the appropriate data fields. Questions populated with tax information will be marked with **Transferred from the IRS**. Some data may not be visible in order to protect your information.

Note: There are several scenarios in which you might not be given the option to use the IRS Data Retrieval Tool. Filing your taxes electronically or by mail will determine how quickly you can use the IRS Data Retrieval Tool. Usually the tool is available three weeks after tax returns are filed electronically or seven to eleven weeks after tax returns are filed by mail.

CHOOSE YOUR COLLEGE

How to Apply

Community Colleges: All community college applications can be completed online. If you do not have internet access, most colleges will allow you to complete an application on their campuses.

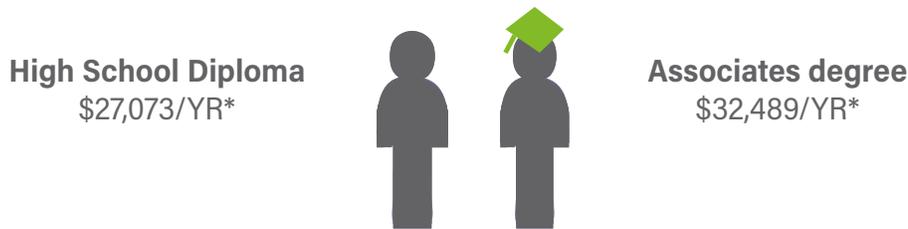
Tennessee Colleges of Applied Technology (TCAT): Most TCAT applications can be completed online. You may also complete a paper application and submit it to the admissions office at the TCAT you plan to attend. Depending on location and program, a student may need to place their name on a waiting list once they have applied.

Make sure to complete an application by early spring. We recommend an April 1 application priority date!

Benefits of Community and Technical Colleges

Better Job Opportunities and More Money

In the future, 80 percent of the fastest growing jobs in the United States will require at least some post-secondary education. By the year 2025, 55 percent of all jobs in Tennessee will require employees to have earned a post-secondary credential (certificate, associates or bachelor's degree).



Earning a post-secondary degree could represent a quarter of a million dollar increase of earnings over a lifetime!

*United States Census Bureau, "American Fact Finder"

Smooth Transition

Community and technical colleges offer less of a drastic change from high school than some four-year colleges. Class sizes are small, and campuses are typically easier to access.

Specialized Degrees and Licensing Programs

Community and technical colleges have specialized programs in areas such as welding, automotive technology, nursing, culinary arts and many others that put you on the fast track to a rewarding career.

Best Value for Your Dollar

Community colleges are a great place to take general education courses (e.g., English, math, etc.). You can complete your associates degree in two years, transfer to a four-year state school utilizing the Tennessee Transfer Pathway and save approximately 50 percent in tuition as you complete your bachelor's degree, compared to directly enrolling at a four-year institution.

Below is a possible breakdown of a student who does not receive Pell or TSAA but is both HOPE/Wilder-Naifeh and TN Promise eligible. Please note that these are estimations.

	TCAT	Two-Year Public	Four-Year Public*	Four-Year Private*
Tuition (No books/fees/supplies)	\$3,000	\$4,000	\$8,000	\$20,000
HOPE/Wilder-Naifeh	-\$2,000	-\$3,000	-\$3,500	-\$3,500
TN Promise	-\$1,000	-\$1,000	-\$500	-\$500
Your Cost	\$0	\$0	\$4,000	\$16,000

*Check with your institution of choice to determine both college cost and the amount covered by TN Promise or other institutional aid as all four-year institutions process TN Promise differently.

ELIGIBLE INSTITUTIONS

The following list includes all Tennessee colleges and universities* students may attend as a TN Promise scholar. Visit the institutions' websites to learn about programs offered and admissions requirements. The digital version of this handbook contains links to each institution's TN Promise or financial aid page.

Tennessee Community Colleges

Chattanooga State Community College
Cleveland State Community College
Columbia State Community College
Dyersburg State Community College
Jackson State Community College
Motlow State Community College
Nashville State Community College
Northeast State Community College
Pellissippi State Community College
Roane State Community College
Southwest Tennessee Community College
Volunteer State Community College
Walters State Community College

Tennessee Colleges of Applied Technology

TCAT Athens
TCAT Chattanooga
TCAT Covington
TCAT Crossville
TCAT Crump
TCAT Dickson
TCAT Elizabethton
TCAT Harriman
TCAT Hartsville
TCAT Hohenwald
TCAT Jacksboro
TCAT Jackson
TCAT Knoxville
TCAT Livingston
TCAT McKenzie
TCAT McMinnville
TCAT Memphis
TCAT Morristown
TCAT Murfreesboro
TCAT Nashville
TCAT Newbern
TCAT Oneida
TCAT Paris
TCAT Pulaski
TCAT Ripley
TCAT Shelbyville
TCAT Whiteville

Public Universities with Eligible Two-Year Programs*

Austin Peay State University
Tennessee State University

Private Colleges with Eligible Two-Year Programs*

Baptist Health Sciences University
Bethel University
Bryan College
Carson-Newman University
Christian Brothers University
Cumberland University
Fisk University
Freed-Hardeman University
John A. Gupton College
Johnson University
King University
Lane College
LeMoyne-Owen College
Lincoln Memorial University
Martin Methodist College
South College
Southern Adventist University
Trevecca Nazarene University
Tusculum College
Welch College
William R. Moore College of Technology

***In order to use the TN Promise scholarship at a four-year college or university, students must enroll in and be accepted into an associates degree program at that school - not a bachelor's degree program. Students enrolling in a health sciences program will not be eligible to receive TN Promise funding until admitted into the actual program of study. If you are a UT Promise student, please see page 27.**

At a four-year institution, the TN Promise scholarship may not be last-dollar, meaning it may not fully cover all tuition and mandatory fees. The amount of funding you will receive will be based on the average amount of tuition and mandatory fees at a community college, which is estimated to be \$4,000. As a last-dollar scholarship, TN Promise will provide the remaining amount after Pell, HOPE and TAA funds are applied. For example, if the average tuition and mandatory fees at a community college were \$4,000 per year and you were receiving \$3,500 in HOPE funds each year but no other federal or state aid, TN Promise would provide \$500 to be applied toward tuition and mandatory fees at one of the eligible four-year institutions listed above.

NOW THAT YOU HAVE APPLIED

MENTORS

Your students are taking the final steps toward their first semester of college. There are several aspects of the college admissions process that you can discuss with them during the summer months.

Creating a College Account

The majority of post-secondary institutions use their assigned institution email to communicate with students. Remind your students of the importance of checking their college student accounts and emails on a weekly basis. Students often miss critical deadlines because they fail to check emails.

Attend New Student Orientation

Orientation provides a great opportunity for students to ask questions and seek out campus resources prior to the start of classes. You do not need to attend orientation with them, but this may be a good time to talk with your students about what they are most excited about as they prepare for college and to uncover any hesitations or questions.

Enrolling Full-Time

Students often do not understand how important it is to register for classes early. It is helpful to encourage them to meet with an advisor to discuss a general schedule so they have an idea of when they should take classes, when they should work and when they can make time to study.

Always encourage your students to call their post-secondary institution when they are confused, especially during this time. The schools have all the materials students need and their staff members are the best people to answer advising questions!

The college application is only the beginning of the admissions process. Below is a list of next steps you need to complete to ensure you will be able to start classes on time. **tnAchieves has a priority date of May 1 to have all admissions documents submitted to your college.**

Community or Four-Year College Students

- Submit ACT scores, final high school transcript and shot records
- Attend new student orientation
- Take any required placement tests
- Create and check (at least weekly) college account
- Meet with an advisor
- Register full-time (12 credit hours)
We recommend 15 credit hours each term for on-time completion.

TCAT Students

- Submit final high school transcript and shot records
- Take any required placement tests
- Enroll in a full-time program
- Attend new student orientation

Submit Your Final High School Transcript

This must be an official transcript sent directly from your high school to your post-secondary institution of choice. Talk with your school counselor to determine the procedure for having your transcript sent to your college. Do not wait until the summer to request your transcript—it may be too late!

Attend New Student Orientation

New student orientation is different at every institution. Some have online orientations, some require you to attend an orientation on campus and others host orientation on the first day of classes. Check with the admissions office to determine when your orientation will be held. tnAchieves encourages students to attend orientation on campus.

Complete Placement Testing

If you scored below a 19 on your ACT in math or reading or below an 18 in English, you may be required to take a placement test at your college. Check with your advisor to see if additional testing is required.

Create Your College Account

If your college has student accounts, create yours NOW and begin to check it weekly. This is where you will be notified if you are selected for financial aid verification (see page 21). This is also how your professors will communicate with you once you are enrolled.

Register for Classes

In college, your classes are not automatically assigned to you. You must select and register for classes based on your academic plan. Meet with an advisor or success coach before you complete registration to ensure you will be taking the correct classes. Please remember, at a community or four-year college, you must register for at least 12 credit hours to remain eligible for TN Promise. If you want to graduate in four semesters, you must take at least 15 credit hours each semester for most concentrations. At a TCAT, you must be enrolled in a full-time program.

SUMMER BRIDGE PROGRAM

The Summer Bridge Program is a FREE three-week program designed to help incoming students start on a more college-ready level, both academically and socially. Each day, students receive reading, English and math instruction and attend a college success Lunch & Learn. On the last day of the program, students have a chance to test out of learning support courses at the college they plan to attend.

Is the Summer Bridge Program for me?

If you answer yes to one or more of the following questions, the Summer Bridge Program is for you!

- Did you score below a 19 on the math section of the ACT?
- Did you score below a 19 on the reading section of the ACT?
- Did you score below an 18 on the English section of the ACT?

Is the Summer Bridge Program mandatory?

No. You are not required to attend the Summer Bridge Program in order to receive the TN Promise scholarship.

Does the Summer Bridge Program use my TN Promise funding?

No! You will still receive the same amount of funding as long as you continue to meet the TN Promise requirements. The Summer Bridge Program is FREE!

What do you mean by learning support courses?

If your ACT math or reading score is below a 19 and/or your ACT English score is below an 18, you may be required to enroll in a learning support class during your first semester of college. At the Summer Bridge Program, you will take a college placement test on the first and last day. The goal is to better prepare you for your college experience. If you score high enough on the placement test, you will place out of the learning support class in that subject! Why does that matter? Students do not receive college credit towards their intended major for learning support courses, which can delay graduation.

Where will the Summer Bridge Program be held?

All 13 Tennessee community colleges host an annual Summer Bridge Program on one of their campuses. They are listed below:

Chattanooga State Community College

Presented by Unum

Cleveland State Community College

Columbia State Community College

Dyersburg State Community College

Jackson State Community College

Presented by Toyota

Motlow State Community College

Nashville State Community College

Northeast State Community College

Pellissippi State Community College

Roane State Community College

Southwest Tennessee Community College

Volunteer State Community College

Walters State Community College

When is the Summer Bridge Program?

Dates will differ by campus throughout June and July. Check www.tnachieves.org for details.

How do I sign up for the Summer Bridge Program?

The application will be available at www.tnachieves.org in spring 2021.

If I apply, am I automatically accepted?

Not necessarily. Students must maintain TN Promise eligibility to participate. Students planning to attend TN Promise eligible institutions will be given preference if a program reaches capacity. Acceptance is also first-come, first-served, so we recommend applying sooner rather than later!

CHANGING YOUR INSTITUTION

When you file your FAFSA, you need to make sure you select the TN Promise eligible institution you plan to attend in the fall as your first choice. If you change your mind, you will need to update the first college listed in two places. First, you will update your FAFSA. Second, you will update your TSAC Portal (next page).

Any change of institution with FAFSA and TSAC should be made by **July 1**. The longer you wait to update your institution, the longer it will take for your financial aid file to be completed. Failure to change your institution could result in a delay of your TN Promise award and result in you having to pay out of pocket.

Updating Your First Choice Institution on the FAFSA

1. Go to **www.fafsa.gov**, and log in using your FSA ID prior to **July 1**.
2. Enter the save key you created when you began your 2021-2022 FAFSA.
 - If you forgot the save key you created, click **I Forgot My Save Key**.
3. Go to **School Selection** to view the **School Selection Summary**.
4. The school you plan to attend should be listed first. If it is not, click on the school name to select it.
5. Click the grey **First** button on the right side of the schools list. Click **Next**.
6. If the school you plan to attend is not included in the schools listed in the summary, click **Add a School**.
 - Search for the school you need to add by state, city or school name, or type in the Federal School Code, which can be found in the financial aid section of the college's website. Click **Search**.
 - Select the school in the **Search Results** box, then click **Add**. The school should appear in the **Selected Schools** box. When you are done adding colleges, click **Next**.
7. Continue to the **Sign & Submit** page to submit the changes to your FAFSA. You must submit the changes. If you only save them, your school choice will not be updated.
8. Once you submit the changes, you should see a confirmation page that says, "**Congratulations! Your FAFSA was successfully submitted to Federal Student Aid.**"
9. You will receive a confirmation email to the email address provided on your FAFSA when you submit changes. **Please save and print this email for your records.**
10. Changes made to your FAFSA can take up to **three days** to process. Stay in close communication with the financial aid office at the college you plan to attend to make sure they are able to access your FAFSA.

MENTOR TIP

"Send students emails specifically addressed to them at times throughout the process. Include information about them and their interests so it is not always a mass email and they know you care about them individually. Beginning with the very first communication, ask students to acknowledge they are receiving your communication efforts by responding to emails, text messages, voicemails, etc."

Dave, Roane County Mentor

CHANGING YOUR INSTITUTION

Updating Your Institution on the TSAC Student Portal

1. Visit www.tn.gov/tsacstudentportal prior to July 1.
2. Enter the username and password you created when you applied for TN Promise.
 - If you forgot your username and/or password, click **Forgot username or password?**
 - If you forgot your password, click the **Forgot your password? Click here** link. Enter your email address, the last four digits of your Social Security number and your date of birth. Click **Submit**. A temporary password will be sent to the email address you provided when you applied for TN Promise. The temporary password will expire in one hour. It is suggested that you copy and paste the temporary password from the email into the password field.
3. You may be prompted to answer one of the security questions you chose when you applied for TN Promise. Check the box next to **Register this computer to skip this step next time you login from this computer**. Click **Continue**.
4. The next page will show the image you chose. If it is the correct image, enter your password and click **Log In**.
5. Under the **Grants and Scholarship Program Information** section, you will see **Academic Year 2021-2022** and a list of program names and the institutions (program names include TSAA Tennessee Grants, HOPE Scholarship, HOPE Access Grant, Wilder-Naifeh Technical Skills Grant, Tennessee Promise).
6. You will see a **Transfer School** button for each program. You may click on any button and update the institution which will update all programs.
7. Select the correct institution from the drop down box. Click **Process Transfer Request**.
8. Click on **View Financial Summary** on the top right hand corner to return to your student portal. You should see that the institution was changed under the **Grants and Scholarship Program Information** section.
9. When you are finished, click **Log Out**. Please keep your username and password for the TSAC Student Portal in a safe place.

If you need help accessing your student account, or if the portal says there is already an account associated with your information, please call the **TSAC Helpline at 1-800-342-1663**.

TSAC STUDENT PORTAL USERNAME: _____

MENTOR TIP

"Tell them you are proud of them for furthering their education, be friendly at when meeting with them, ask questions and be attentive and sincere with your answers. They are nervous about this giant step in life and need a friend. This decision is one of the biggest, most important ones they will make along life's highway. Help them - don't hold their hand, just guide them."

Sabra, Grainger County Mentor

FINANCIAL AID VERIFICATION

MENTORS

Many of our students are selected for the financial aid verification process each year. TCATs typically notify students that they have been selected by contacting them via phone or email, while community colleges and four-year institutions place notifications on students' college accounts. Encourage your students to check their college accounts on a weekly basis and to check in with their institution's financial aid office.

The financial aid verification requirement is not administered by tnAchieves. The post-secondary institutions will be able to address student questions as they navigate the verification process. Do not worry about having to know the answers to your students' questions. Our staff is available to help you navigate the process, and the post-secondary institutions will be able to assist as well.

This is often a challenging time for students and their families. Your role is to continue to encourage the student to stay on course and submit all required documents by July 1. The earlier students submit all required documentation, the easier the college access process will be.

MENTOR TIP

"Take a few extra minutes to get to know your students' family situations, struggles in school, outside jobs, goals, etc. It pays off, and they will see you as someone who cares, not just another nagging adult."

Patty, Jefferson County

What is verification?

Verification is a process initiated by the Department of Education at the time you submit the FAFSA. Students selected for verification are required to submit certain documents to the college's financial aid office to verify the information provided on the FAFSA. Not all students are selected for verification, but if you are selected, no federal or state financial aid awards, including TN Promise, can be posted to your account until your financial aid file is verified.

What is the deadline to remain TN Promise eligible?

tnAchieves strongly encourages you to submit all requested documents by **July 1** to avoid any delays with your financial aid package. The longer you wait to submit documentation, the longer it will take for your file to be completed. This means you may be required to pay to keep your classes!

How do I know if I have been selected?

You will be notified by your post-secondary institution if you have been selected for verification. **Check your college account!** Your college account may show alerts when you first log in. In order to be notified if you have been selected for verification, the college must have your application and FAFSA on file. If you do not apply to the college, they cannot notify you of any outstanding requirements.

Click the links in the alerts to determine what information is being requested. You can also check the financial aid section of your college account for details. If you have trouble accessing or do not have a college account, contact the post-secondary institution's financial aid office directly.

Many colleges begin posting verification requirements to student accounts in April or earlier. If you are selected for verification, make sure you begin working with the financial aid office at the college you plan to attend as soon as possible.

It is important to make sure your college is listed as the first choice school on your FAFSA and your TSAC Student Portal shows the correct institution. Refer to pages 19-20 if you need to change your FAFSA and/or TSAC Student Portal school choice.

What do I do if I am selected for verification?

If you are selected for verification, contact your school's financial aid office. Sometimes linking your FAFSA back to the IRS website will be sufficient. Other times, you will need to collect copies of the documents requested by the financial aid office (e.g., parent and/or student W-2, IRS tax return transcripts, etc.). Once all paperwork is submitted, the financial aid office will make corrections and process your financial aid. Remember, it can take up to four weeks for the financial aid office to process this paperwork, and processing documents may trigger the need for other documents to be submitted, so begin addressing this immediately.

All requested documentation should be submitted to the financial aid office at the college you plan to attend by **July 1** to ensure your file is reviewed and awards are posted to your account prior to the beginning of the term.

Simply turning in documents does not mean you have completed verification. The review process at the college is considered part of verification.

COMMUNITY SERVICE

*Eligibility Requirement

8 hours of community service must be completed and submitted by July 1, 2021!*

You may begin working on your community service hours November 3, 2020.

*If you plan to enroll at a Tennessee College of Applied Technology over the summer, your first 8 community service hours must be submitted by **April 1, 2021**.

Why?

Community service is a way to give back to your community, become involved and learn more about potential careers. It is also a great way to meet new people and learn about your community.

What?

Community service is time contributed to a nonprofit or public service organization. The community should be benefitting from the work you do! Students can also volunteer in their field of interest to gain experience. This means that job shadowing and unpaid internships may count toward your community service requirement.

Make sure you are volunteering with an actual organization (not an individual), you are not being paid and you are being supervised by someone who is not a family member. Students can volunteer with more than one organization to meet their 8 hour requirement. Students can use unpaid internships and job shadowing opportunities as well! Unpaid internships and job shadowing must be completed at an organization or business directly related to your field of study. Job shadowing submissions are subject to review by tnAchieves staff and may be denied if they do not fit within the guidelines.

tnAchieves is offering virtual community service opportunities due to the limited in-person volunteer opportunities caused by COVID-19. The virtual community service webinars provide insight into various career fields and offer college tips and advice. **To access the virtual community service webinars, visit tnachieves.org/virtual!**

If you need help finding community service opportunities, tnAchieves posts multiple opportunities for each county at www.tnachieves.org/community-service.

Make sure YOU submit your community service hours by the deadline. Do not rely on the organization or another person to complete this important step for you.

Examples of what is and is not considered community service:

YES! That counts!

NO! That does NOT count!

Tutoring students at school or community center	Babysitting your nieces or nephews
Doing laundry for residents of a nursing home	Doing laundry for your elderly neighbor
Building homes for people in need through an organization	Building a deck with your friend
Participating in an environmental clean-up event	Picking up trash during a hike with friends
Volunteering with a JROTC/ROTC group	Service in the military for which you are being paid
Helping with landscaping at a church	Proselytizing (sharing or teaching faith)
Job shadowing in your future career field	Cleaning the parking lot at your place of employment
Attending a tnAchieves job shadow event	Following around the manager of a fast-food restaurant
Shadowing a vet because you are studying Animal Sciences	Working for free at a store because you are studying Business
Watching tnAchieves virtual community service/job shadowing webinars	Simply watching a YouTube or other online video not hosted by tnAchieves

MENTORS

Many students wait until the last week of June to complete their community service hours. Throughout the spring and summer, check in with your students to ensure they understand the deadlines and are making progress toward submission. We have many community service opportunities from around the state posted on tnAchieves.org and on our social media feeds. Feel free to offer your own suggestions for organizations that students may visit to complete their hours!

Another option to fulfill the community service requirement is job shadowing. Mentors can serve as a great resource to students when seeking job shadowing opportunities, as mentors' networks tend to include multiple industries. Students can also complete virtual job shadowing on our website at tnAchieves.org/virtual!

COMMUNITY SERVICE

*Eligibility Requirement

How?

- 1. Find an organization!** Looking for places to volunteer? Check out www.tnachieves.org, contact your local United Way or ask your mentor! Already have a place in mind? You are welcome to complete your hours anywhere that meets the requirements on page 22.
- 2. Complete at least 8 hours!** Don't forget: someone who works for the organization must be able to confirm you were there the entire time. Before you leave, ask your supervisor for his/her name, email address and phone number. You will need this information to submit your form!
- 3. Submit your form!** Go to www.tnachieves.org/community-service/submit-cs-hours and complete the form entirely. Below are a few tips for completing the form:
 - Did you volunteer at the same organization multiple days? When completing the form, make sure you list all of the days you worked and the total number of hours that you completed.
 - Having problems submitting the form? Follow the prompts on the error page to submit a help request. A tnAchieves staff member will respond via email to help troubleshoot your community service submission.
 - After you have submitted your form, you should see a completion page that states, "Thank you for submitting a tnAchieves community service form." You will also receive a confirmation email at the email address you provided on your form. Save this confirmation email for your records.
 - If you receive an error message when completing your form, this means your form did not submit and your hours have not been received! Please follow the directions provided on the error message, or contact us: volunteer@tnachieves.org.
 - Visit www.tnachieves.org/community-service/check-my-community-service-hours/ to check how many hours of community service you have submitted.

When?

Semester/Trimester	Deadline***	Timeframe for Completion
Summer 2021*	April 1, 2021 by 11:59 PM CT	November 3, 2020-April 1, 2021
Fall 2021	July 1, 2021 by 11:59 PM CT	November 3, 2020-July 1, 2021
Spring 2022	December 1, 2021 by 11:59 PM CT	July 2-December 1, 2021
Summer 2022**	April 1, 2022 by 11:59 PM CT	December 2, 2021-April 1, 2022
Fall 2022	July 1, 2022 by 11:59 PM CT	December 2, 2021-July 1, 2022
Spring 2023	December 1, 2022 by 11:59 PM CT	July 2-December 1, 2022
Summer 2023**	April 3, 2023 by 11:59 PM CT	December 2, 2022-April 3, 2023
Fall 2023	July 3, 2023 by 11:59 PM CT	December 2, 2022-July 3, 2023

*Only students attending a TCAT may enroll the summer directly following high school graduation and must meet the April 1, 2021 deadline. They must also submit an additional 8 hours by July 1, 2021 for the fall term.

**Summer semester/trimester deadlines only apply to students attending a TCAT or students choosing to enroll full time in a summer semester at a community college or eligible four-year institution.

***Students attending South College are required to submit 8 hours prior to each quarter. Contact us for specific deadlines.

It is important to note that you may begin completing your community service hours on November 3, 2020. Any community service completed prior to this date will not be accepted. Community service must be submitted each semester and additional hours over the required 8 hours cannot be carried over to the next semester. Hours must be completed within the timeframe given above.

Simply completing your community service before the deadline but failing to submit to tnAchieves before the deadline will result in the loss of your TN Promise eligibility. Submitting even one minute after the deadline will result in the loss of your TN Promise eligibility.

To remain TN Promise eligible, a student must:

High School:

- 1. Attend and graduate from an eligible high school.**
 - a. A student must apply his/her senior year of high school with the Class of 2021 and meet the TN Promise established application deadline.
 - b. A student must be a Tennessee resident.
 - i. A student's residency will be determined by the post-secondary institution.
 - ii. A student who resides with a parent outside of Tennessee pursuant to military orders will be considered eligible to participate in the scholarship program.
 - c. A student who completes a GED or HiSET diploma must enroll full-time in an eligible post-secondary program in the fall after he/she receives his/her diploma, provided that the diploma was earned before the student reached 19 years of age. This assumes the GED or HiSET student met all TN Promise requirements.
- 2. Complete his/her mandatory meeting requirement as outlined in the student handbook and website.**
 - a. The mandatory meeting requirement will be completed virtually on tnAchieves.org.
 - b. Students must view the mandatory virtual team meeting by May 31, 2021.
 - c. A student who graduates high school during the fall term is also required to complete the mandatory meeting requirement.
 - d. A parent/guardian cannot view the mandatory virtual team meeting on the student's behalf. The student is required to view the mandatory virtual team meeting.
 - e. A student requiring accommodations for the mandatory virtual team meeting should contact [tnAchieves](http://tnAchieves.org).
- 3. Complete the Free Application for Federal Student Aid (FAFSA) by March 1, 2021.**
 - a. Failure to qualify for federal aid in the form of a Pell Grant and/or state aid in the form of TELS (e.g., HOPE) or TSAA funding will not affect a student's TN Promise eligibility.
 - b. A student must be eligible for in-state tuition.
 - c. A student must complete the FAFSA each year prior to the deadline established by TSAC.
- 4. Submit all financial aid verification documents each year for community and four-year colleges.**
 - a. A student attending a TCAT must complete the verification process by October 1 each year.
 - b. [tnAchieves](http://tnAchieves.org) encourages students to submit all documents by July 1 to ensure the post-secondary institutions have adequate time to process.
 - c. Student must select the eligible institution he/she plans to attend as his/her first choice on the Free Application for Federal Student Aid (FAFSA) as well as direct his/her TSAC Student Portal to the eligible institution.
 - d. It is the student's responsibility to confirm with the post-secondary institution that his/her admissions and financial aid files are verified, processed and ready for award.
- 5. Complete and submit at least 8 hours of community service prior to the start of each semester/trimester/quarter by the established deadline. Community service must be completed under the supervision of an established organization (e.g., nonprofit, public service organization).**
 - a. Community service is not:
 - i. Work resulting in payment.
 - ii. Work done under the supervision of an extended or immediate family member.
 - iii. Work done for an individual rather than an organization (e.g., babysitting, mowing a neighbor's lawn, pickin up trash in your neighborhood).
 - iv. Proselytizing (sharing or teaching faith).
 - b. Students must submit all information regarding community service by the established deadline at www.tnachieves.org. Failure to comply by the established dates will result in loss of eligibility.

POLICIES

College:

- 1. Maintain full-time status each semester.**
 - a. If the student falls below full-time, he/she will no longer be eligible.
 - b. TCAT students must be enrolled in a full-time program.
 - c. Failure to attend class could result in loss of eligibility.
- 2. Begin at an eligible post-secondary institution in the fall term directly following high school graduation.**
 - a. A student may begin at his/her post-secondary institution prior to the fall term directly following high school graduation; however, the student will be responsible for incurred tuition and fees until fall.
 - b. A TCAT student may begin in the summer directly following high school graduation if he/she has met all TN Promise requirements.
 - c. A student may be granted a medical or personal leave of absence from timely enrollment in the initial semester full-time attendance or continuous enrollment at an eligible post-secondary institution as long as all other acceptable eligibility criteria are met. A student must request a leave of absence with his/her chosen post-secondary institution for approval.
 - i. An approved leave of absence of six months or less shall not count against the five-semester or eight-trimester limit at an eligible post-secondary institution.
- 3. Attend an eligible post-secondary institution for continuous semesters.**
 - a. A student cannot leave the post-secondary institution for a period of time and remain eligible.
 - b. If a student withdraws from all classes or stops attending during the semester, he/she will no longer be eligible.
- 4. Maintain a 2.0 cumulative GPA at the end of each academic year.**
 - a. TCAT students must maintain satisfactory academic progress each trimester.
- 5. Complete the Free Application for Federal Student Aid (FAFSA) by the established deadline each year throughout his/her post-secondary experience.**
 - a. Failure to qualify for federal aid in the form of a Pell Grant and/or state aid in the form of TELS (e.g., HOPE) or TSAA funding will not affect a student's TN Promise eligibility.
 - b. A student must be eligible for in-state tuition.
- 6. Submit all financial aid verification documents by July 1 each year for community and four-year colleges.**
 - a. A student attending a TCAT must complete the verification process by October 1 each year.
 - b. tnAchieves encourages students to submit all documents by July 1 to ensure the post-secondary institutions have adequate time to process.
 - i. A student may be required to pay tuition and mandatory fees out of pocket if his/her financial aid file is not processed and verified by the beginning of classes.
 - c. A student must select the eligible institution he/she plans to attend as his/her first choice on the Free Application for Federal Student Aid (FAFSA) as well as direct his/her TSAC student portal to the eligible institution.
 - d. It is the student's responsibility to confirm with the post-secondary institution that his/her admissions and financial aid files are verified, processed and ready for award.
- 7. Complete and submit at least 8 hours of community service prior to the start of each semester/trimester/quarter by the established deadline. Community service must be completed under the supervision of an established organization (e.g., nonprofit, public service organization).**
 - a. Community service is not:
 - i. Work resulting in payment.
 - ii. Work done under the supervision of an extended or immediate family member.
 - iii. Work done for an individual rather than an organization (e.g., babysitting, mowing a neighbor's lawn, picking up trash in your neighborhood).
 - iv. Proselytizing (sharing or teaching faith).
 - b. Students must submit all information regarding community service by the established deadline at www.tnachieves.org. Failure to comply by the established dates will result in loss of eligibility.

Other components:

- 1. Only a member of tnAchieves staff may determine a student's TN Promise eligibility.**
 - a. Mentors are an extension of tnAchieves but are not tnAchieves staff members.
 - b. tnAchieves mentors are volunteers and may lack adequate time to answer all questions; therefore, it is the student's responsibility to confirm eligibility with tnAchieves staff.
- 2. TN Promise only funds last-dollar tuition and mandatory fees. It does not pay for books or other post-secondary expenses (e.g., application fee, program and class specific fees). TN Promise only covers fees required of all students.**
- 3. A student cannot be mentored by a family member.**
- 4. Mentors cannot choose students to mentor.**
 - a. tnAchieves staff will randomly assign students to mentors.
- 5. TN Promise follows the admissions requirements of the post-secondary institution.**
 - a. TN Promise will fund learning support classes if the student fails to meet the ACT requirements for college-level coursework.
- 6. A student is responsible for notifying tnAchieves staff when his/her contact information changes. Incorrect information does not preclude a student from ineligibility.**

Should a student fail to adhere to any/all policies, tnAchieves invokes the right to remove a student's eligibility.

tnAchieves values honesty and integrity. A student who submits misinformation will immediately lose TN Promise eligibility. Be respectful in all correspondence and communication, including social media.

Policies may be subject to change without notice. It is a student's responsibility to refer to the policies as posted at www.tnachieves.org for updates and changes to the TN Promise legislation.

MENTOR TIP

"It is most important for mentors to play the encourager role while students are trying to adjust to college life in the first few weeks of school!"

Chelsey, Shelby County Mentor



UT Promise is a last-dollar, undergraduate scholarship that will guarantee free tuition and mandatory fees to qualifying Tennessee residents enrolling at UT campuses in Knoxville, Chattanooga, Martin and Memphis.*

As a last-dollar scholarship, UT Promise will be applied after other financial aid is received. UT Promise is an expansion of scholarship offerings and does not replace existing scholarships. It is important to note that UT Promise functions separately from TN Promise and can only be used at universities falling under the University of Tennessee system. Eligible applicants must meet the following requirements:

DEADLINES FOR FIRST-TIME FRESHMEN

NOVEMBER 2	Complete the TN Promise application.
DECEMBER 1	Complete UT Promise application at UTPromise.org .
DECEMBER 15	Apply for admission to your UT institution of choice.
MARCH 1	File the 2021-2022 Free Application for Federal Student Aid (FAFSA).
MAY 31	View the mandatory virtual team meeting coordinated by tnAchieves.
JULY 1	Complete and submit 8 hours of community service.
JULY 1	Complete financial aid verification, if selected.
JULY 1	Ensure UT institution of choice is listed on your TSAC Portal and FAFSA.
FALL 2021	Enroll as a full-time student at your UT institution of choice.

After you enroll at a UT campus in fall 2021, you will be paired with a UT mentor. You will receive communications about your mentor in fall 2021. To stay informed, check your email for updates from tnAchieves and UT.

Additional requirements:

Free tuition and mandatory fees for in-state students meeting all of the following criteria:

- A family household income under \$50,000.**
- Receive the Tennessee HOPE Scholarship.
- Be admitted to your UT institution of choice and enroll within 16 months of high school graduation.

To maintain eligibility a student must:

- Be a full-time, continuously enrolled student.
- Maintain the Tennessee HOPE scholarship.
- Complete FAFSA annually, including any verification requirements.
- Complete service and mentoring requirements each semester.

*UT Promise is only applicable for undergraduate programs at UT Knoxville, Chattanooga, Martin and the Health Science Center in Memphis.

**The accurate, verifiable total combined amount of parent and student adjusted gross income and untaxed income of less than \$50,000, AND a total maximum asset amount of less than \$75,000, as defined by the Free Application for Federal Student Aid (FAFSA).

For more information on UT Promise, visit utpromise.tennessee.edu.

Please contact Ashton Braddock at utpromise@tennessee.edu with any questions specifically regarding UT Promise.

FREQUENTLY ASKED QUESTIONS

What is TN Promise?

TN Promise is a last-dollar scholarship that provides the opportunity for every Tennessee high school student to earn a post-secondary credential. This also applies to students who complete a GED or HiSET prior to their 19th birthday.

Who is eligible?

Any high school senior who graduates from a Tennessee eligible high school or completes a Tennessee homeschool program is eligible to apply. Students will apply in the beginning of the year in which they will graduate (by November 2, 2020) and begin working with tnAchieves. To receive TN Promise funds, students must complete the tnAchieves program.

Are GED recipients eligible for TN Promise?

Students who complete a GED or HiSET diploma (and have met all other TN Promise eligibility requirements) must enroll full-time in an eligible post-secondary program in the fall term after they receive their diploma, provided that the diploma was earned before the student reached 19 years of age.

What if a student graduates early from high school?

Students graduating in the fall term can receive TN Promise. They must apply by the established deadline and complete the TN Promise requirements as if they graduate in May. Funding will not begin until fall 2021 unless a student attends a TCAT.

Do non-U.S. citizens qualify for TN Promise?

No. To be eligible, students must be able to complete the FAFSA, qualify for in-state tuition and possess a valid Social Security number. The DACA number is NOT a valid entry on the Tennessee Promise application. A student must complete the Free Application for Federal Student Aid (FAFSA) for which the student's U.S. citizenship or eligible non-citizenship status has been confirmed by the federal government. Note: This option is only available for:

1. U.S. Citizens;
2. U.S. permanent residents (with an I-151, I-551, or I-551C permanent resident card); or
3. Individuals who have an Arrival/Departure Record (I-94) showing one of the following designations: Refugee, Asylum Granted, Cuban-Haitian Entrant (Status Pending), Conditional Entrant (Valid only if issued before April 1, 1980), Victims of Human Trafficking (T-2, T-3, or T-4 visa), or Parolee (who meets certain conditions).

What does TN Promise fund?

TN Promise is a last-dollar scholarship that funds tuition and mandatory fees at eligible TN Promise post-secondary institutions. These funds cannot be used for books, cost of attendance fees or fees associated with a specific program or class.

In order to use the TN Promise scholarship at a four-year college or university, students must enroll in and be accepted into an associates degree program at that school – not a bachelor's degree program. Students enrolling in a health sciences program will not be eligible to receive TN Promise funding until admitted into the actual program of study.

At a four-year institution, the TN Promise scholarship may not be last-dollar, meaning it may not fully cover all tuition and mandatory fees. The amount of funding you will receive will be based on the average amount of tuition and mandatory fees at a community college, which is estimated to be \$4,000. As a last-dollar scholarship, TN Promise will provide whatever amount remains after Pell, HOPE and TSAA funds are applied. For example, if the average tuition and mandatory fees at a community college were \$4,000 per year and you were receiving \$3,500 in HOPE funds each year but no other federal or state aid, TN Promise would provide \$500 to be applied toward tuition and mandatory fees at one of the eligible four-year institutions found on page 16.

Does TN Promise cover remedial education?

Yes. TN Promise will cover remedial classes if a student should need to take them.

How will the funds be administered?

After students meet all TN Promise requirements, the Tennessee Student Assistance Corporation (TSAC) will send the funds to the eligible institution after all Pell, TELS (e.g., HOPE and Wilder-Naifeh) and TSAA funding have been applied.

When does TN Promise funding begin?

Students must begin at an eligible institution the fall semester immediately following high school graduation. TCAT students are able to begin in the trimester beginning in May 2021 as long as the student has completed and submitted community service hours by April 1, 2021.

Will a student receive a check for the scholarship?

Students never directly receive funding from TN Promise. TSAC will send funds directly to the college.

FREQUENTLY ASKED QUESTIONS

How long after high school graduation will students remain eligible for TN Promise?

If a student continues to meet all requirements, TN Promise funding is available for five consecutive semesters at a community college or eligible four-year institution, eight consecutive trimesters at a TCAT or until a terminating event (graduation or transfer to a non-TN Promise institution) has occurred.

What happens if a student misses a TN Promise deadline?

Failure to meet any TN Promise deadline will result in a student being permanently ineligible for TN Promise.

May a student attend a four-year institution with TN Promise funding?

TN Promise eligible post-secondary institutions (see page 16) offer associates degree programs. In order for a student to receive TN Promise funding at one of these eligible institutions, he/she must meet all deadlines, as well as be accepted in the associates degree program. At these institutions, funding for TN Promise may not be last dollar. The scholarship will be determined by the amount a student would receive should he/she attend a community college. This amount would be portable to the eligible four-year institution. In other words, if a student's last-dollar amount at a community college is \$0 due to a full Pell Grant being awarded, he/she would not receive any funding at the eligible four-year institution. If a student receives the HOPE scholarship only, he/she would receive approximately \$500 each semester from TN Promise at the four-year institution. Check with the institutions' offices of financial aid to determine student financial responsibility as it varies from college to college.

What should a student do if he/she is having trouble submitting the community service form?

Students that are having trouble with the community service form should follow the prompts on the error page to submit a help request. A tnAchieves staff member will respond via email to help troubleshoot your community service submission.

Can a student take a semester off?

A student may request a medical or personal leave of absence from timely enrollment in the initial semester, full-time attendance or continuous enrollment at an eligible post-secondary institution as long as all other applicable eligibility criteria are met. Medical or personal appeals will be considered in the following situations: illness of the student, illness or death of an immediate family member, extreme financial hardship of the student or student's immediate family, fulfillment of a religious commitment expected of members of that faith, fulfillment of required military service, enrollment for a specific TCAT program being unavailable until a later trimester or other extraordinary circumstances beyond the student's control where attendance by the student creates a substantial hardship. In order to complete an appeal prior to initial enrollment, a student must visit www.tnachieves.org/resources/appeal-process/ for instructions on submitting an appeal. In order to request a leave of absence after initial enrollment, a student must complete the appeal process as specified by his/her college. In the event an institution denies a student's request for a medical or personal leave of absence, the student may appeal the decision in accordance with the rules found at www.tnachieves.org/resources/appeal-process/.

How can students transfer to a four-year program or institution once they have completed their degree or certificate through TN Promise?

Tennessee Transfer Pathways ensure that students follow a prescribed curriculum that is transferable, marked by clarity and available for students to review on the first day of enrollment. There are approved transfer pathways that span multiple disciplines and are accepted at all public institutions in Tennessee. More information about participating institutions can be found at: www.tntransferpathway.org/transfer-campus. Although a student who completes an associates degree is no longer eligible for TN Promise, the student should contact the four-year institution he/she is interested in to discuss other sources of aid.

Why is it important to update tnAchieves when emails and phone numbers change?

tnAchieves uses the contact information initially provided on the TN Promise application to send important communication related to program requirements. Failure to notify tnAchieves of changes may result in students missing important emails and texts related to upcoming deadlines. Incorrect information does not preclude a student from ineligibility.

If students and their families have not filed taxes by March 1, 2021, can they still file the FAFSA before the TN Promise deadline?

Yes. Due to changes in the FAFSA application process, students will report income information from 2019 taxes. Reference pages 8-10 of this handbook for additional information.

FREQUENTLY ASKED QUESTIONS

Am I required to use tnAchieves CONNECT?

Mentors are encouraged to use CONNECT whenever possible. Not only will this platform make connecting with students more efficient, but it allows tnAchieves to better support your efforts as a mentor. We will continue to provide you with student contact information should you choose to reach out via phone or email, but recommend using CONNECT as a primary source of communication.

Are parents accessible on CONNECT?

Parents will not be accessible on tnAchieves CONNECT. You are encouraged to send emails and texts to parents regularly to stay in contact and continue offering support!

Will the virtual video meetings be group meetings or one-on-one?

You will set up individual virtual meetings with each of your assigned students, with each virtual meeting lasting about 10-15 minutes. We believe that these virtual meetings will allow for more connected, personal relationships, and serve as an excellent jumping-off point to your time as a mentor. tnAchieves will provide topics, instructions, and tutorials in advance of these virtual meetings.

How often should I check CONNECT?

We recommend at least once a week! Monitoring the platform frequently will ensure you do not miss student messages or updates.

How will I know which students I will be working with this year?

Mentors will receive their list of students and the students' contact information in March via email.

When should I contact my students?

We ask that you contact your students at least every two weeks. We have provided suggested communication on page 13 for your reference. Feel free to contact your students more often! The more you reach out, the stronger the connection.

How many students will I mentor?

Mentors will be paired with 5-10 students, depending on how many students they indicated on their application.

How will I know if my students meet the TN Promise requirements?

tnAchieves will send an updated list to each mentor following each eligibility deadline. This email will include each students' eligibility status. Mentors can also access the tnAchieves mentor portal that gives a real-time look at each student's status.

What if I do not hear from my students after I contact them?

We have found that students prefer to communicate via text message. If you have not tried sending them a text message, do so! If this does not work, please let tnAchieves know and we will attempt to help facilitate a conversation.

What if I begin with seven students but only have two remaining after high school graduation?

Your success as a mentor is NOT based on the number of students who remain TN Promise eligible. Helping one student enter the pipeline is a MAJOR accomplishment! You changed that student's life!

What if the parents of my students are not engaged in the college going process?

Many of our students are the first in their families to attend college and sometimes parents are not aware of the steps involved in the college admissions process. This is the reason the students need you! You serve as an individual who can walk with students through this important process.

Who do I contact if I do not know an answer to a question?

You can contact any member of the tnAchieves staff with questions or concerns. Our contact information can be found on page 3. We are always available to you!

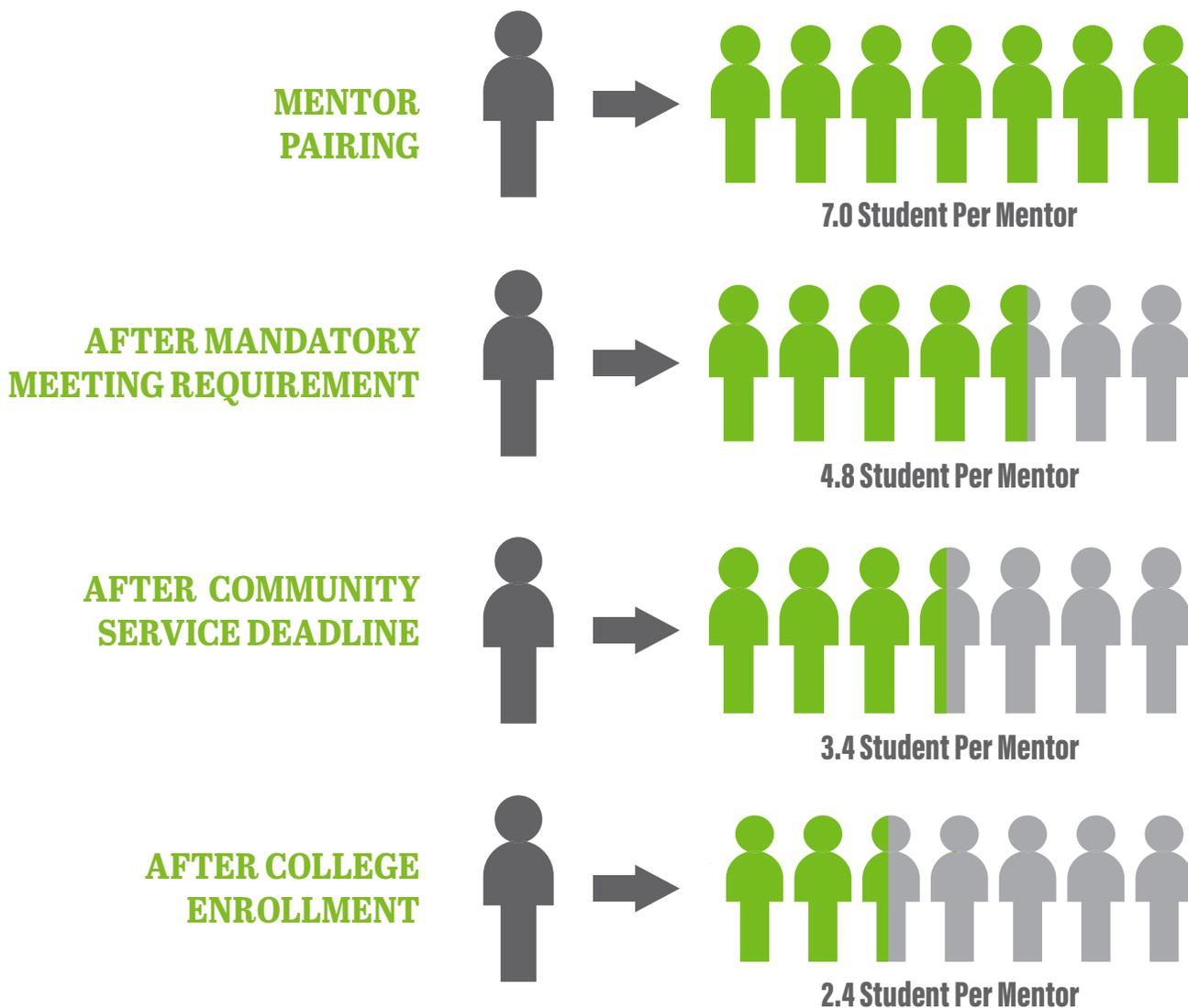
WHAT WE WANT YOU TO KNOW

When Governor Haslam launched TN Promise, many school districts adopted a 100% application mindset in an effort to give every student a pathway to a college credential. Although every year is different, tnAchieves provides multiple students to each mentor with the understanding that many students will choose options outside of TN Promise eligibility.

The graphic below depicts the average annual life cycle of a tnAchieves mentor. Keep in mind, the student who needs you the most tends to be the most difficult to reach. Even if only one student remains TN Promise eligible, you have played a part in changing a life. Perhaps you have helped break a cycle.

Continue to nudge. Ask the questions. And do not allow the teenager to discourage your efforts with their unresponsiveness. We know you are making a difference.

Of the 61,010 TN Promise applications, 38,000+ students will enroll at a post-secondary institution.*



*Based on Tennessee's college-going rate of 62.4%

**Of the 2.4 students remaining, only one may need mentor assistance. At tnAchieves, we believe one student is a HUGE success!

MENTOR RECOGNITION

Thirteen Years

Randy Boyd, Owen Driskill, Michael Laman, Tim Williams

Twelve Years

Rebecca Ashford, Anne Loy, John Mcdevitt, John Meade, Mike North, Mike Ragsdale, Veenita Bisaria, Les Fout, Leigh Anne Touzeau, Kasey Vatter, Anthony Wise
Travis Vickery, William Wallace

Eleven Years

Ten Years

Michelle Adkisson, Callie Archer, Jeff Armstrong, Janice Bettis, Teri Brahams, John Cagle, Chris Carini, Courtney Carini, Sarah Davis, Mary Devault, Christina Edwards, Jessica Emert, Fara Fishmoore, Alan Fishmoore, Rachel Fox, Shaundra Gatewood, Nancy Gregg, Bruce Hartmann, Tami Hartmann, Jay Hill, Janet King, Barbara (B. J.) Lowe, Allen Lutz, Scott Mason, Becky Milam, Teresa Moyers, Christy Newman, Judy Nye, Fran Odom, Aaron Overall, Karen Payne, Dana Peterka, Adam Rankin, Rich Ray, Brandon Rochelle, Alex Rom-Roginski, Bridgett Smith, Sheila Smith, John Tyler Stephenson, Michael Stokes, Mahmuda Sultana, Mark Wilson

Nine Years

Rob Ailey, Tiffany Akin, Virginia Babb, Steve Baker, Michael Beehan, Brent Blalock, Kim Bolton, Karen Bowyer, Michael Boyd, Jamie Branton, Leeanne Briggs, Bill Brittain, Patty Bushey, Mindy Coulter, Cindy Dodson, Teresa Duncan, Tom Feiten, Sarah Fennell, Alan Flanigan, Jeff Frazier, Kris Frye, Larenda Fultz, Maria Gonzales, Sarah Hooper, Matthew Hunter, Teresa Jackson, Tj Jefferson, Rebecca Jenkins, Tish Jones, Mary Ann Kenik, Linda Ketner, Cheryl Laxton, Lisa Loden, Sherry McCreary, Renee Meeks, Lindsay Moore, Christopher Morgan, Lynne Musick, Norm Naylor, Michelle Nix, Russell Noe, Joyce Ogan, Sherri Ottinger, Dejuan Parker, Tracy Powers, Zach Sheets, Jama Sutton, Darla Warren, Jennifer Waterhouse, Christopher Whaley, Jerri Winningham, Marcus Wolf, Penny Woody

Eight Years

Paula Allen, Ashley Allison, David Anderson, Katherine Ayers, Sherry Baker, Jimmy Barham, Debbie Benedict, Robert Blaudow, Donna Brogdon, Alana Brown, Cathy Cate, Chris Chandler, Robin Chapman, Lauren Chesney, Andrea Coffey, Crystal Collins, Douglas Cullum, Marlin Curnutt, Kate Derrick, Eric Farmer, Jerry Faulkner, Linda Fultz, Matthew Gann, Steven Gentile, Michael Gilchrist, Troy Grant, Douglas Greene, Duane Gregg, Wanda Grimes, Jeri Haun, Vickie Hensley, Victoria Hirschberg, Jemeika Houston, Jody Howells, Jessica Jennings, Janet Jentilet, Mary Johnson, Brian Ketner, Sunshine Lachendro, Toni Larue-Garrett, Jane Hope Martin, Carol Martin-Osorio, Ellen Matheny, John Mathews, Mel Matthews, Donna Mcgaha, Caroline Mcgaha, Judy Miller, Audra Morelock, Liz Moseley, Jill Nesbitt, Julius Oyier, Debbie Petree, Clint Porter, Jessica Rabb, Melissa Rollston, Misty Rosser-White, Jayme Simmons, Katherine Sorenson, Elizabeth Stein, Amy Story, Jenny Swanson, Avery Swinson, Kelly Thomas, Patsye Thurmon, Michael Torrence, Karon Uzzell-Baggett, Sheri Waltz, Sherry Watson, Mark Wills, Sherra Witt, Casey Wrenn, Amy Zubko

Seven Years

Debbie Adams, Michelle Adelsberger, Emily Adkisson, Jessica Akers, Kristy Albright, Debra Alexander, Don Alexander, Lori Allen, Issac Allman, Bob Alvey, Sam Anderson, Lil Andrews, Jeffrey Scott Angell, Madhuri Annam, Dean Arrington, Danny Atchley, Renee Austin, Reba Bailey, Carl Baldwin, Marilyn Barbee, Linda Barclay, Jeanne Barker, Jim Barrott, Jenny Bartley, Bernard Barton, Samantha Bates, Angela Beard, John Becker, Lauren Bell, Allison Bellissimo, Julie Bennett, Melissa Berry, Cindy Betts, Sandra Bible, Robin Blackman, Stephen Blakeman, Laterrica Bland, Dennis Blanton, Carolyn Blevins, Brittney Blizard, Lisa Borre, Sharon Bosse, Mason Boswell, Tracy Boucher, Carol Boulton, Kathy Bowers, James R. Boyd, Tonya Braden, Holly Briscall, Angie Brown, Tamara Brown, Troy Brown, Leslie Brumbach, Jeff Bryan, Tammy Bryant, Terry Bubbs, Greg Burgess, Jeanette Burton, Valarie Butcher, Vicki Cain, Kathryn Calhoun, Lucinda Calhoun, Monica Calhoun, Deborah Camacho, Karen Campbell, Kim Carideo, Tiffany Carpenter, Jonathan Case, Mark Cate, Crystal Caulfield, Molly Cheshier, Barbara Childress, Carol Childress, Benjamin Clabo, Dustin Click, Tanya Cloud, Jennifer Cobb, Jason Cody, Janet Colburn, Mary Collins, Joyce Conner, Geneva Cook, Bill Cooper, Patty Cooper, Tyler Cox, Allen Craig, David Craig, Chelsea Crawford, Dick Crawford, Kristine Crews, Laura Crisp, Ron Cronwell, Vilma Cueva, Rhonda Custer, Deanne Dale, Dj Dalton, Amy Daniels, Ben Danner, Alison Davidson, Amanda Davis, Harold Davis, Jimmy Davis, Jodi Davis, Lavance Davis, Randy Davis, John Davison, Jane Deaton, James V. Delk, Earl Delong, Carolyn Denton, Emily Dickens, Marlena Dixon, Teresa Dobbs, Stephanie Dodge, Kelly Dodson Cook, Michael Dote, Cindy Douglas, Lenora Douglas, Mark Drinnon, Teresa Drinnon, Phyllis Driver, Kimberly (Beth) Duffield, Beth Duggar, Penelope Duncan, Vicki Duncan, Billy Dye, Dana Dye, Kevin Eason, Mary Lou Easter, Melody Edmonds, Annette Eldridge, Wayne Ellington, Shawna Engel, Kimberly Estep, Abbay Evanoff, Angela Everett, Charles Everett, Georgette Farmer, Wanda Faulkner, Jennette Fetters, Allison Fields, Kayla Finch, Kathy Finley, Gayle Fisher, Kae Fleming, Cheryl Flowers, Michael Flowers, Tanya Foreman, Rita Foster, Andrea Franckowiak, Jena Franklin, Julie Frazier, Lori Frederick, Lindsay Frilling, Elizabeth Fronk, Paula Fuller, Jamie Fuston, Celeste Gammon, Jami Garner, Patricia Garrett, Gregg Garrison, Holly German, Rayma Gibbs, Michelle Gilbert, Tammy Golden, Judy Gooch, Lamecia Goode-Freeman, Sarah Goodin, Ann Gordon, Pamela Gordon, Nick Grabar, Houston Graham, Yolanda Grant, Ryan Graves, Krystal Grebner, Tiffany Greer, Dennis Gregg, David Gregory, Glory Griffin, Misty Griffith, Stephanie Grissom, Samantha Gutter, Joyce Hancock, Brenda Hannah, Debbie Harbin, Janice Harder, Ginger Hardison, Jimmy Hargrove, Patricia Harlan, Laura Harper, Amanda Harris, Aubrey Harris, Michael Harrison, Lillian Hartgrove, Kim Harville, Linda Hearn, Melissa Hebert, Tassany Henderson, Jerry Hendrix, Nancy Henninger, Regina Henry, Kristina Hibdon, Mary Camille Hickerson, Nancy Hickey, Melanie Hicks, Robyn Hicks, Scott Hilgadiack, Alan Hill, Jeremy Hill, Stephanie Hill, Tammy Hines, Rachel Hinkle, Christopher Hitechew, Dale Hobbs, Carissa Hoytenga, Beth Holt, Cissy Holt, Donna Holt-Pollard, Joe Horne, Cortina Hosch-Owens, Kathy Hoskins, Marvin House, Rhey Houston, Shelley Huber, Patti Huffman, Gary Hughes, Tom Hughes, Kirk Hunnicutt, Laura Hunt, Patrick Hurley, Karen Hutson, James Hyde, Christopher Jay Ingram, Shanna Jackson, Sharronica Jackson, Joseph Jarrett, Jeff Jenkins, Vonda Jennings, Donna Johnson, Renee Johnson, Rhonda Johnson, Susan Johnson, Elizabeth Jones, Ivan Jones, Jennifer Jones, Alan Kantor, Michelle Keller, Jim Kelly, Melanie Kelso, Dave Killebrew, Adolf King, Ginger King, Tom Klug, Catherine Koczaja, Beth Koella, Nina Kumar, Trisha Lalumondier, Karin Landers, Sherry Landrum, Linda Lawhorn, Andrew Lee, Susan Lewis, Gwen Lilley, Gary Lilly, Dr. Keith Lindsey, Patrick Little, Susan Lodal, Stephanie Loftis, Stacey Long, Tracy Long, Baylor Nicole Love, Caryn Lowe, Greg Lowe, Cheryl Luhrs, Timothy Luppe, Lisa Luster, Anna Major, Malen Marcum, Tammy Marlow, Laura Martin, Pedro Martinez, Jack Matthis, Jeremy McBride, Allen Mccampbell, Deanna Mccarthy, Danny McClain, John Mcconnell, Shirley Mcdonald, Ginny Mcelhaney, Raymond Mcghee, Kenneth Mcginness, Stephanie Mcgowen, Ruth Mcleod, Kim Mcpherson, Eric Melcher, Marcia Melton, Teresa Merlo, Thomas Midgley, Carolyn Miller, Gregory Mills, Brandy Milner, Robert Mitchell, Susan Moinester, Ardella Monger, Laura Monks, Blake Montgomery, Cathy Moran, Alexa Moscardelli,

MENTOR RECOGNITION

Seven Years (Continued)

Latonya Moses, Cheryl Murphy, Dwight Murphy, Montuka Murray, Kelly Myers, Larkin Myers, Jerri Nave, Connie Neal, James Neale, Bill Newman, Lingli Ni, Edward Nichols, Linda Nickell, Jennifer Niter, Theresa Nixon, Joseph Noble, Laura Noe, Megan Nolen, Dale Norton, Verrill Norwood, Sheila O'Bannon, Maureen O'Connell, Susan Olinger, Chris O'Neal, Karin Orchard, Mark Ortlieb, Larissa Ottinger, Malinda Owens, Steve Owens, Shari Paige, Emmalene Palmer, Jana Parnell, Timothy Parrott, Randy Payne, Susan Pearson, Harlan Pease, Wendy Peay, Rachel Peay Cornett, Dick Pelley, Angela Phifer, Daryl Phillips, Bo Pierce, Catherine Pipe, Mark Pody, Don Polley, Ravi Poluri, Allison Porter, Frances Potter, Michael Powell, Carol Puryear, Melissa Ramsey, Nedra Redditt, Scott Reis, William Richardson, Carl Rickels, Julie Roberts, Karin Robertson, Lynlee Robinson, Gary Rogers, Christopher Ross, Marjorie Rothschild, Karin Rubnitz, B W Ruffner, Freda Russell, Cynthia Rutledge, Gena Ryan, Andrea Sanders, John Edward Sanders, Greg Sandlin, Angela Saylor, Camden Searce, Brad Schreiner, Lynne Schwaberow, Charles Scott, Mary Scudder, Keith Seagraves, Danny Sensing, Lisa Setser, Mildred Shackelford, Joy Shaw, Misty Shelton, Crystal Shields, Jamie Shields, Ed Sims, Robert Sircy, Dr. Timothy Skinner, Dr. Albert Slater, Romontavious Slater, Bertha Smith, Bill Smith, Cassandra Smith, Debra Smith, Donna Smith, Leellen Smith, Michelle Smith, Shawn Smith, Shelley Smith, Wesley Smith, James Snider, Scott Sobbecki, Lucile Sorrells, Lauren Spiegel, Lillie St.Clair, Sarah Stabile, David Stanislawski, Donna Stansberry, Annette Stansel, Carole Stephan, Derosa Stephens, Tracie Stephens, Sonya Stephenson, Mallory Sterling, Betsy Stewardson, Brigid Stewart, Marvin Stewart, Allison Stiles, Sandra Stiles, Tess Stovall, Paul Stumb, Arrita Summers, Mark Swientoniewski, Michelle Taylor, Roger Taylor, Tawana Teague, Roland Tester, Linda Theus, Albert Thomas, Buzz Thomas, James Thomas, Janice Thomas, Diana Thomason, Paris Thompson, Alice Thornton, Kelly Tivey, Karen Tolbert, Carol Topping, Floriana Townsend, David Toye, Malissa Trent, Annette Tudor, Jennifer Turpin, Melissa Tyree, Michael Van Dyke, Allston Vander Horst, Kara Vanhoy, Danni Varlan, Rosalind Vera Veltenaar, Judie Vinke, Matthew Von Lunen, Joe Waddell, Patrick Wade, Gina Walker, Kare Walsh, Sarah Warde, John Warner, Jeanie Warren, Patricia Weaver, Carolyn Webber, Ron Wells, Thomas Wesley, Mary Beth West, Joe Weyant, Julie Wheeler, Kimberly Wick, Cliff Wightman, Marilyn Wilbourn, Margaret Wildi, Jeanne Wiles, Nancy Williamson, Wendy Willingham, Angie Wills, Cheryl Wilson, Linda Wilson, Mark Wilson, Rosemary Winters, Kathryn Wisinger, Andrea Wright, Ken Wright, Mae Wright, Michael Wright, Patricia Yates, Linda Yockey, April Young, Marsha Young, Tori Young, Stanley Ish Young Sr.

Six Years

Kenny Adkins, Tracy Alexander, Amanda Alvis, John Anderson, Sandy Anderson, Sharon Andrews, Amy Antrican, Jennifer Arms, Amanda Armstrong, Ida Armstrong, Robin Atkins, Chad Austin, Deborah Austin, Revendra Awasthi, Amrita Banerjee, Diane Banks, Elliott Barnett, Jessica Barnett, Troy Barrow, Lois Bartee, Tanya Bartee, Wahtawah T.J. Battle, Robin Beamon, Heather Beck, Debra Bennett, Paige Bigham, John Billings, Cheryl Blanton, Tracie Booth, Lisa Bordenet, Sonia Boss, Stephanie Bosson, Walter Bowman, Eric Boyland, Kristen Bradley, Lori Michelle Bradley, Randall Brady, Hannah Bramlett, Krissy Brassell, Debra Brewer, Robert Brooks, Karen Brown, Chad Bryant, Anne Buckle, Pam Bullock, Midge Burnette, Charlotte Burns, James Brandon Burton, Walden Buttram, Jake Bynum, Caron Byrd, Dan Caldwell, Chad Cameron, Patrick Cammack, Calvin Cannon, Patricia Carter, Bridgett Carwile, John Cash, Donna Cate, Megan Chalk, Kelly Chastain, Gussie Cherry, Michael Childers, Ann Cho, Dawn Churchwell, Robert Clark, Teresa Clement, Carolyn Clemmons, Kimberly Cole, Linda Cole, Ann Collette, Lauren Collier, Bob Collins, Patricia D Collins, Jan Compton, Rita Cook, Michele Cooke, Joel Cooper, Cynthia Cortesio, Brenda Cowan, Holli Cox, Melissa Cox-Brown, Kelly Craft, John Crisp, Laura Cromer, Susanne Crow, Jamie Cyphers, Karen Dale, Kathleen Daniel, Alicia Daniels, Angela Daugherty, Craig Davis, Cynthia Davis, Jan Davis, Stephanie Davis, Iris Delgado, Alston Denton, Carmen Devault, Andra Devincenzo, Shelli Dodson, Cadina Douglas, Stacy Dowd, Eric Dreher, James Drummond, Donna Duarte, Kenric Duncan, Phillip Dunlap, Maggie Early, Kelly Eddleman, Harold Edwards, Gwen Elliott, Jennifer Ellis, Nyerere Ellis, Thomas Emerson, Kimberly Emery, Angelica Encinas, Ann Epperson, Dora Estes, Carla Farris, Sophie Feather-Garner, Raymond Feierabend, James Fenton, Amy Ferguson, Michael Finney, Eric Fish, Elizabeth Forrester, Ray Fracchia, Kelly Franklin, Leah Frauendienst, Anne Freeland, Kathy Freeman, Lisa Fritz, Ashley Fuqua, Jennifer Galloway, Michael Galloway, Debbie Garner, Debra Gates, Alexis Gatson Heaston, Charlotte Gentry, Norma Gerrell, Jean Getter, Steve Gianakos, Tammy Gibson, Jane Gilliam, Lindsay Gilmore, Paula Givens, Shelli Golden, Janice Goldthreate, Tammy Gose, Jonathan Graham, Amy Grant, Mark Grant, Annie Gray, Louella Greear, Jodi Green, Ed Greenwell, Mary Sue Greiner, Larena Grieshaber, Richard Griffin, Ashley Griffith, Karen Grigsby, Laura Grosek, Michelle Gruber, Edward Grun, Beverly Guinn, Anthony Gunn, Allison Halbrook, Stephanie Hall, Tracy Hall, William Hall, Andrew Hallman, Patrice Hannah, Holly Hanson, Henrietta Hardin, Kristin Harney, Adriana Harrington, Tom Hartley, Susan Hasse, Erin Hatfield, Mary Hatfield, Diana Hawkins, Andrea Hearn, Jan Helton, Bobby Henderson, Patricia Henderson, Paige Hendrickson, Christina Henry, Jennifer Herndon, Geoffrey Herring, Lisa Herring Mayo, Theresa Hicks, Lashondra Hill, Melissa Hill, Holly Hines, Shawn Hirt, Blake Hodge, Phyllis Hodges, Andrew Holcomb, Spike Hosch, Rena House, Brian Huber, Kristen Hudson, Audra Huff, Tom Hughes, Gary Human, Brad Hurley, Marcia Hurley, Tracy Ingalls, Cheryl Jefferson, Connie Johnson, Sabra Johnson, Samantha Johnson, Lauren Jolly, Donna Jones, Janessa Jones, Jesse Jones, Shannon R Jones, Sylvia Jones, Tracie Jones, Ashley Jordan, Sherry Jordan, Tonya Jordan, Robert Jowers, Belinda Juergens, Rene Keeton, Daniel Kelley, Rhonda Kendrick, Betty Jo Kepley, Andrew Kester, Amber Key, Selena Kimber, Alex King, Kristie King, Thomas King, Regina Knowles, Adam Kolatorowicz, Elizabeth Kreis, Theresa Kropinak, Charles Kubicek, John Kueck, Philip Kulp, Rachel Kurilko, Cassandra Ladzinski, Amanda Lamberth, Kelly Lancaster, Larry Lance, Paytra Lane, Jennifer Lanier, Natasha Lee, Sandra Lee, Sherri Lee, Gina Leitch, Mark Lenz, Relva Lewis, Wendy Lick, Robert Liddon, Steve Lindner, Thalia Little, Merle Litvack, Jennifer Lloyd, Renee Long, Melissa Looby, Mark Luttrell, Richard Lyman, Greg Mackay, Dean Makinster, Renee Malone, Betty Mansfield, Jil Maples, Lindsey Marantos, Archibold Marowa, Andrea (Nichelle) Martin, Elizabeth Martin, Stephanie Mascolo, Donna Mason, Carol Mastey, Cile Mathews, Susan Mattson, Jerre Maynor, Scott Mcanally, Intan Mccartt, Dana Mcclanahan, Brad Mccormick, Meredith Mccraw, Carol Coley Mcdonald, Emily Mcdonald, Stephanie Mcdowell-Brown, Chandra Mcghee, Leslie Mcginn, Michael Mcgoffin, Wendy Mcgowan, Taylor Mcgregor, David Mcneill, Luemma Mcwilliams, Lois Ann Meador, Rachele Meador, Jason Mease, Monica Meeks, Tina Mercer Brown, Karleen Mexic, Chris Meyer, Marilyn Meyer, Arminta Miles, Bethany Miller, Stephen Milligan, Tara Milligan, Marcie Mills, Isaac Mitchell, James Mitchell, Lori Mitchum, Christopher Mobley, Mary Moffitt, Jennifer Molyneaux, Gisela Moore, Kelly Moore-Roberts, Andrea Morris, Sara Morrison, Susan Mosteller, Reggie Mudd, Dana Mullican, Joy Mullinix, Mark Mundo, Laura Musgrave, Mary Lou Myers, Nate Naugle, Amy New, Jake New, Kevin Nunn, Lawrence Nussio, Paul Nutting, Lisa O'Donnell, Tim O'Donnell, Alan Ogle, Patrick O'Hagan, Peter O'Neill, Ellen Osborne, James Overcast, Anthony Owens, Nicole Ownby, Mary Oxendine-Woodby, Margaret Pace, Gloria Parker, Hannah Parks, Suzanne Parks, Jayne Parrish, Sherry Parton, Bobbie Patterson, Tiffany Patterson, Joy Patton, Donene Payne, Naomi Pearman, Rosa Perez, Shirley Phillips, Stephanie Phillips, Tammy Phillips, Colin Pigott, Connie Pimentel, Amelia Poe, Melissa Poisson, Frank Ponzio, Mary Porter, Shauna Pounders, Robert Prater, Terrence (Lamont) Price, Melissa Prince, Amanda Pugh, Anita Ransom, Marcy Raus, Cari Reagan, Becky Redding, Matt Reedy, Angela Reeves, Dee Dee Regan, Marci Reiter, Jennifer Ridgeway, Marlene Rines, Karen Rische-Thelen, Tiffany Roach, Joanna Roberts, Sarah Roberts, Tammy Roberts, Karen Rodgers, Kalii Roller, Barbara Roseborough, Thomas Rouse, Gwendolyn Rucker, Terri Russell, Sandy Rutter, Terry Sailor, Kara Sanders, Tandy Scheffler, Yvonne Schlangen, Callon Schmid, Eric Schneider, Tiffany Scruggs, Gerald Sears, Linda Sellers, Nivia Serrano, Josh Shaffer, Nicole Shanklin, Judy Shiflett, Paula Shipley, Jennifer Shoffner, Mischelle Simcox, Andrea Simmons, Todd Skelton, Jordan Slay, Jody Sliker, Brooke Smith, Carolyn Smith, Holli Smith, Jeremy Smith, Sandra Smith, Shelly Smith, Stewart Smith, Susanne Smith, Teresa Smith, Susan Snyder, Leslie South, June Spears, Valerie Spence, Michael Stark, Steven Starnes, Kevin Steelman, Karen Stevenson, Ryne Stewart, Shunnetta Stinson, Jamie Stitt, Zachary Stone, Thomas Stovall, Bobby Straughter, Edith Streams, Megan Streams, Adrienne Sublett, Cherise Sumlar, Vanessa Sutton, Stacey Swafford, Marilyn Sweat, Cyndie Tate, Katheline Tate, James Teague, Patricia Terry, Shari Thomas, Suesanna Thomas, Chuck Thomas III,

MENTOR RECOGNITION

Six Years (Continued)

Deidre Thompson, Kendra Tidwell, Lynne Tolley, Laura Travis, Mattie Trice, Leann Trotter, Sandra Tuck, Dennis Tumlin, Kenya Turner, Christina Vanmeter, Larry Vaughan, Sandra Vickers, Lynda Vincent, Maxine Vincent, Wendy Vincent, Heather Waldron, Alvin Walker, Donna Walker, Kendra Walker, Jessie Wallace, Tammy Wallace, Karen Waller, Ashley Ward, Diane Ward, Elaine Washington, Lorraine Washington, Tanya Washington, Cynthia Watson, Kellie Weaver, Rick Webb, Kimberly Webster, Michael Welch, Carlos M Wells, Jane White, Erin Wigley, Allen Wilbanks, Michael Foster (Mike) Wiles, Alex Williams, Saundra Williams, Shaina Williams, Ted Williams, Latroyal Williamson, Bruce Wilson, Ernestine Wilson, Sharon Wilson, Anne-Louise Wirthlin, Tammy Wiseman, Dawn Witty, James Wolobah, David Woodard, Donna Wortham, Regina Wright, Nathalie Wyss, Patricia Yawn, Deirdre Young, Jan Zuehlke

Five Years (Continued)

Jennifer Abernathy, Adam Ackerman, Bradley Adams, Teresa Adams, Susan Adkins, Courtney Alms, Beverly Anderson, Cynthia Anderson-Johnson, Jessica Anthony, Linda Armistead, Vicki Armstrong, Cynthia Arnold, Devre Austin, Leslie Badaines, Anna Baker, John Baker, Kenneth Baker, Linda Bales-Jewusiak, Heather Barrett, Oliver Barry, Ana Basoa-McMillan, Kayce Beam, Susanne Beckett, Becky Bennett, Destiny Beverly, Catherine Michele Bewley, Brandi Bickham, Crystal Bishop, Charles W. (Bill) Bissell, Maggie Black, Paulette Bledsoe, James Bobela, Mark Bolin, Bruce Bomar, Daria Booth, Jennifer Boyd, Sheela Brachey, Austin Bradley, Ashley Bradley-Roland, Thomas Brannick, Ryan Brant, Mark Braswell, Sherry Brewer, Jennifer Brezina, Angela Briggs, Valetta Brinson, Brent Brodie, Christin Brooks, Ronald Brooks, Yvette Brooks, Alan Brown, Karla Brown, Sandra Brown, Shanita Brown, Sylvester Brown, Anne Brunasso, Constance Bryant, Jeremy Buckelew, Whitney Buckelew, Melanie Bumpus, Ashli Bunch, Lisa Burchfield, Michael Burnett, Vikki Burns, June Byrd, Patrice Callahan Turek, Kimberly Callais, Jo Ellen Campbell, Tony Cantrell, Libby Capps, Eve Carney, Jennifer Carrier-Berkley, Joyce Carter, Sherry Case, Susan Cheatham, Sheryl Chesnutt, Jake Childs, Brent Clark, Brittney Clevenger, Mark Clevenger, Tracie Clifford, Michelle Clupper, Gwen Coffey, Dawn Cole, Leigh Cooksey, Jayne Corbin, Mary Coulter, Christy Cowan, Jimmie Coward, Jonathan Creger, Megan Crisp, Shane Crouse, Sherree Crowder, Wendy Crumley, Todd Cureton, Abigail Daniels, Reginald Davis, Susan Davis, William Deal, Regina L. Deloach, Kathryn Denk, Kimberly Dew, Dasan Dix, Kamisha Dixon, Amy Doran, Brian Douglas, Talena Douglass, Amy Drinnon, Kurt Dronebarger, Kira Duke, Korsi Dumenyo, Kristin Dunaway, Wendy Duncan, Randy Dunn, Joy Eargle, Ashley Edens, Journey Ellison, Jamie Ensley, Roslyn Eskridge, Cindy Evans, Starlet Evans, Gabriel Fancher, Yetunde Faparusi, Sherri Farmer, Gloria Felsenthal, Shelley Fenton, Jessica Fields, Michael Finnegan, Lori Fishel, Danny Fisher, Stacey Fisher, Lori Fisher-Bradshaw, Bob Fletcher, Shaun Floyd, Wendy Floyd, Angelia Ford, Brittany Ford, Brad Fowler, Alison Fox, Sally Franklin, David Freeman, Amanda Freuler, Kurt Gadke, Scott Gaines, Michelle Garcia, Rachel Gardner, Keshia Giboney, Ines Gibson, Lois Gilbert, Jennifer Gillespie, Heather Gilliam, Morgan Gilman, Shanda Gnintedem, Hayley Goad, Hannah Godfrey, Kim Godwin, Uzette Grandison, Jeffrey Grant, Kimery Grant, Monique Grant, Mark Grantham, Bethany Graves, Beth Green, Mabel Greene, April Griffin, Tarah Guinn, Jonathan Habart, William Hale, Cecilia Haley, Cindy Hall, Yuketa Hall, Nancy Hamilton, Stephanie Hammonds, Elizabeth Hanchrow, Emily Hancock, Seth Harden, Beth Harris, Bradley Harris, Brock Harris, Lecharle Harris, Susan Harris, Rusty Harrod, Julie Harstin, Mark Hart, Kimberly Harville, Susan Havens, Benita Hayes, Bridget Head, Phill Hearn, Tammy Heinsohn, Tyler Helton, Fran Henslee, Quinton Herring, Katie Hickman, Rachel Hickman, Kathleen Hickok, Amy Hicks Tolley, Bryan Hidalgo, James Higdon, Angela Hobbs, Steve Hoelscher, Jason Holbert, Michael Holden, Matthew Holladay, Thomas Hollenbeck, Chris Honeycutt, Lisa Houston, Taylor Howerton, Holly Hoyle, Patricia Hudson, Rakaya Humphreys, Lindsay Hunter, Tara Hunter, Allen Hutsell, Lora Irwin, Aimee Isenberg, Lauralee Jacks, Dane Jackson, Deborah Jackson, Markesiah Jackson, Patricia Jackson, Majornette Jefferson, Tesha Jenkins, Debbie Jennings, Gerald Jesch, Carmen Johnson, David Johnson, Jermaine Johnson, Mary Jo Johnson, Sharla Johnson, Sonya Johnson, Anna Johnson Edens, Erica Johnson Lockett, Amy Jones, Candace Jones, Deedie Jones, Fran Jones, Kaneeah Jones, Margaret Jones, Sarah Jones, Timothy Joseph, Kathryn Joy, Daren Kaiser, Anna Kammerer, Sridevi Kandikonda, Dwight Kennedy, Chatoria Kent, Mauricette Angela Khan-Norton, Cynthia King, Melanie Koewler, Vanessa Kohler, Christy Kohlmeier, John Kowalski, Christine Krueger, Adrian Lambert, Ed Lancaster, Natasha Langford, Rhett Lankford, Cassandra Lay, Shanna Layrock, Steve Learn, Lesli Lee, Erika Leicht, Alisa Lemons, Tyler Lewelling, Rachel Lewis, Joseph Ley, Yinmei Li, Peggy Ligo, Barbara Lissner, Janice Lovell, David Lowe, Paul Lubotina, Mitzi Lundy, Addie Lunsford, Kyle Lusby, Delunda Maddux, Cassandra Mahoney, Myneika Malone, Barry Maners, Nathaniel Mann, Tiffany Manning, James Mantooh, Carrie Martin, Felicia Martin, Kristin Martin, Regina Martin, Sydney Maslakowski, Helen Mason, Leah Mason, Michael Mason, Tracie Mason, Marylou Mauney, Rebecca McBride, Derek Mccaleb, Kim Mccann, Marilyn Mcclanahan, Cynthia Mcclancy, Laura Mcclister, Rachel Mccoig, Maria McCormick, James Mccoy, Michael Mccroskey, Brian Mcdonald, Natasha Mcfall, Jennifer Mcgee, Kasey Mcgee, Suzanne Mcginley, Glenn Mcguire, Patricia Mckean, Tonya Mckellar, Margaret Mckinley, Shavonda Mclean, James Mcleod, Mark McMickle, Natasha Medford, Laura Medina, Alisha Melton, Ellis Metz, Judith Meyer, Deb Miksa, Tony Miksa, Connie Miller, Leslie Miller, Mary Miller, Mykila Miller, Melinda Miller, Amber Mills, Trinity Minter, Jessica Minton, Emily Mitchell, Anita Monohan, Todd Montgomery, James Moon, Janet D Moore Larkins, Analee Mora, Martha Morris, Tanya Morton, Vicki Moses, Beth Mullins, Maud Mundava, Lawrence Munoz, Sharron Murden, Kaci Murley, Marcie Murrell, Ashley Nabors, Hajar Nelson, Michael Nelson, Curtisa Nichols, Karen Norfolk, Lisa Officer, Lynn O'Neill, Sean O'Neill, Susan Osborne, Jennifer Owens, Marti Owensby, Jason Panganiban, Rebecca Parks, Virginia Peak, Paul Percy, Frederick Peretz, Lee Peterson, Jeff Pezick, Sheri Phillips, Wesley Pierce, Kevin Poe, Jennifer Poirier, Kenna Porter, Rubianna Porter, Georgena Porter-Wilson, Jan Powers, Leslie Poynter, Spencer Prewitt, Toryanica Pruitt, Terra Pugh Turner, Mary Pulley, Troy Pulliam, Dean Quarles, Jacqueline Quillen, Brian Quinn, Lori Raper, Sharon Rasch, Whitney Ray-Dawson, Roland Rayner, Allison Ready, Stephen Reel, Patsy Rees, Kenyae Reese, Farah Reynolds, Denise Rice, Mary Ricks, April Riddle, Jason Roach, Carrie Roberts, Deborah Roberts, Sally Robertson, Allisa Robinson, Rodney Robinson, Tori Robinson, Thomas Roche, Sandra Rockett, Sarah Rodgers, Karen Rogers, Paige Rooney, Hailey Rudd, Mishelle Rumsey, Melissa Russell, Emily Ruth, Allison Rutherford, April Sakowski, Stephanie Sallman, Deborah Sams, Katie Sanders, Patricia Sanders, Vivian Sands, Amy Satkowiak, Autumn Schneider, Dana Sexton, Darren Sharp, Kendra Shelton, Monica Sheppard-Viator, Don Sims, Donna Singley, Valerie Sitz, Barb Skidmore, Steven Smartt, Susan Smartt, Gibson Smith, Jason Smith, Kenneth Smith, Kristy Smith, Sherry Smith, Tyra Spearman, Chatney Spencer, Donna Spencer, Laurie Springer, Derriell Springfield, Erin Springfield, Mike St. Charles, Allison Starnes-Anglea, Jaleesha Stephen, Paul Stewart, Rebecca Stewart, Mathew Stinnett, Debbie Stokes, Kelly Stokes, Kawana Strong, Lora Stutts, Samantha Sullivan, Timothy Swafford, Anna Taylor, Betsy Taylor, Bryan Taylor, Jason Taylor, Tanya Terry, Marie Thomas, Clay Thompson, Mary Tims, Jenny Tokheim, David Tresch, Melissa Tribble, Angela Trunzo, Clomeisha Tumlin, Spanikca Turner, Wil Turner, Kerrie Turney, John Upchurch, Yris Vaca-Burgos, Colleen Van Dyke, Allette Vayda, James Veenstra, Shirley Velasco, Constance Vincent, Kim Vineyard, Rickey Wade, Candice Waites, Ashley Walker, Tina Walker, Kristin Wall, Ling Wang, Kimberly Ward, Myrna Ward, Ellen Warman, Marcus Watson, Nesia Weddington, Larry Wells, Lee Wessels, Shavonne Westerfield, Joyanna Wever, Carrie Whaley, Angela White, Angela White, Hannah White, Heather White, Jessica Whitmill, Pamela Wiggins, Brent Wiles, Melanie Wiles, Karen Wilken, Tiffany Wilkerson, Alicia Williams, Beonka Williams, Harry Williams, Julie Williams, Windie Wilson, Brian Winbigler, Darlene Windsor, Mike Winton, Stephen Wolf, Jennifer Wolfe, Jennifer Woodall, Latamera Woodley, Derrick Woods, Kevin Woods, Katrina Woody, Trenton Wright, Samantha York, Sara Young, Rebecca Zender, Joanna Zimmerle

*If your name was missed, please know it was an unintentional oversight and we appreciate your service!

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