



Troy University, Phenix City  
Riverfront Campus, Suite 318  
<http://troy.edu/phenixcity/css/index.html>

Hours of Operation:  
Monday – Thursday: 9am - 7pm EST  
Friday: 9am - 1pm EST

***The mission of the Phenix City Center for Student Success (PC-CSS) is to provide resources and services that enhance Troy University students' academic achievement, personal and social growth, career development, and persistence to graduation.***

***What we provide:*** The PC-CSS assists students with tutoring, counseling, academic resources, testing/computer services, and career services to provide a central environment of support to help our students navigate their journey toward academic and personal achievement. This journey will begin with testing and assessment, and will continue through remediation, and follow-up services and programs. Periodic workshops will be conducted to lead students to success.

***Tutoring:*** The PC-CSS offers tutoring in basic skills development in English and Math. Tutors will assist students with requirements for courses from freshman through graduate level. Free online on-demand tutoring and writing services are available for students via NetTutor, through your Canvas online course module. Additionally, there is a weekly Math group tutoring session held every Thursday during each Term from 5:30 – 7:00pm EST in Classroom #10 at the Columbus Manchester Expressway campus. As face-to-face tutoring is limited, we ask students to try NetTutor or the Math group tutoring session prior to requesting individual tutoring.

***Testing/Computer Services:*** The PC-CSS computer lab is available for students who need to take the ACCUPLACER placement exam, proctored exams, MFT/MAPP/MAT/CPCE exams, Graduate Comprehensive Exam, or other required testing. The lab is also available to offer students the technological equipment needed to complete academic assignments, access the Internet, print, or to conduct job searches. Scheduling for the exam you wish to take can be done at <http://troy.edu/phenixcity/css/testing.html>. ACCUPLACER study resources are also found at this link.

***Career Services:*** By creating career goals and developing a career plan, students have a better chance of attaining a rewarding career. The PC-CSS assists with assessing skills and interests, researching occupations, resume development, job search skills, hosting career fairs, and helping connect employers with our students and alumni. Additional resources may be found by accessing “Trojan LINK” or “FOCUS”. To access Trojan LINK, please visit <https://troy-csm.symplicity.com/students/index.php>. All Troy students have a Trojan LINK account registered under their Troy email address. If you do not know your password, please select "Reset Password". To access FOCUS, please visit <https://www.focuscareer2.com/Portal/Login.cfm?SID=453>. Click “REGISTER” to create an account; access code: Trojan.

***Staff Members:*** Visit <http://troy.edu/phenixcity/css/staff.html> to request an appointment, or contact:

**Director**

Dwayne McClenton, Room 318-B  
[dmcclenton@troy.edu](mailto:dmcclenton@troy.edu)  
(334) 448-5122

**Testing Officer**

Vanda Zavala, Room 318-A  
[zavalav@troy.edu](mailto:zavalav@troy.edu)  
(334) 448-5232

## Resource Information:



**What is NetTutor?:** NetTutor is a comprehensive online tutoring service that provides live tutoring and paper submission in many subjects. Troy University offers unlimited use of NetTutor for all students via Canvas online course modules. NetTutor tutors are available for live sessions, to answer submitted questions, and to review papers 24 hours a day, any day of the week. All questions and writing submissions to NetTutor will be returned with your tutor's comments within 48 hours.

**What subjects are available for tutoring?:** First Year Experience & College Student Success / Writing and Paper submission / Math (Finite Math, Algebra, Pre-Calculus, Trigonometry, Calculus & Differential Equations) / Accounting / Anatomy & Physiology / Anthropology / Biology / Business / Chemistry / Communications & Speech / Computer Science / Criminal Justice / Earth Science / Economics / Finance / History / Literature / Physics & Physical Science / Political Science / Psychology / Sociology / Spanish / Statistics.

### **NetTutor information videos:**

- NetTutor Modules: Details the different ways to receive tutoring including Ask a NetTutor, Q&A Center and the Paper Center <https://youtu.be/25pTejQj7wM>
- NetTutor Live Tutoring: This video demonstrates how a live tutoring session is conducted on NetTutor <https://youtu.be/VlrPU34FzuY>
- Using the Tools on NetTutor's Whiteboard: This video shows how a student goes about typing, drawing, composing math equations and uploading images during a tutoring session <https://youtu.be/YvaloQxq8ZQ>
- How to Ask NetTutor a Question: This video shows how to submit a question to a live tutor while using NetTutor <https://youtu.be/iP8cZZQ7HyA>
- Using the NetTutor Paper Center: This video demonstrates how to submit a paper to the NetTutor Paper Center, retrieve it once the paper has been reviewed and even upload it to the NetTutor whiteboard during a live session <https://youtu.be/lAfZq5UhC9U>



As a Troy student, you have an account in Trojan LINK. You can access Trojan LINK by visiting <https://troy-csm.symplicity.com/students/index.php>. If you don't know your password, select "Reset Password." An email will then come to your troy email address allowing you to reset your password and log in. In Trojan LINK, you can do the following:

- View and apply for jobs or internships by clicking on the "Jobs-->Trojan Jobs" tab on the left hand menu.
- Upload your resume under the "Documents" tab. The first time you upload it, it will go to Career Services for review. Once reviewed, you will receive an email with suggested changes. After updating your resume, you can upload the revised version in Trojan LINK to enable you to apply for jobs in the system.
- View upcoming events by selecting the "Events" tab on the left hand menu.
- Record yourself practicing your interview skills and email it to professors/friends, etc. for review. Go to "Resources-->Mock Interviews" on the left hand menu.
- MUCH MORE!! Log in to Trojan LINK today and explore all it has to offer.