

2009 Parent Handbook



Table of Contents

About Pellissippi State	3
Degrees and Programs	4
College Lingo/Glossary of Terms.....	6
Resources and Services	13
Important Contact Information	16

About Pellissippi State

Pellissippi State is a vital institution accustomed to transformation and growth. Since its founding in 1974 as State Technical Institute at Knoxville, the College has expanded the teaching of technology, the use of technology in instruction, and the transfer of technology to local business and industry in support of regional economic development.

Having enrolled only 45 students in its first year of operation, the institution experienced steady growth in the '70s, adding business technology programs to its original core of engineering technology programs. As community awareness grew, so did expectations. In 1988, the Tennessee Board of Regents approved the expansion of the technical institute's mission to include college transfer programs. This mission expansion was accompanied by a name change to Pellissippi State Technical Community College, and enrollment grew quickly.

As of fall 2007, a record-breaking 8,608 credit students were enrolled and even more non-credit students attended Pellissippi State.

The College continues to support and develop career/technical associate's degrees and institutional certificates, university parallel associate's degree programs, and continuing education opportunities for the citizens of Knox, Blount, and surrounding counties. In partnership with the community, the College sustains the effort toward an ever-improving quality of life for residents of East Tennessee.

Degrees and Programs

[Adult Education](#)

Pellissippi State's Adult Education Program provides free instruction for anyone age 17 or older who has specific learning needs.

[AHEAD Program](#)

An accelerated two-year degree program where you can earn a two-year associate's degree in only 16 months!

[Business and Community Services](#)

Business and Community Services is your training connection for career success or personal development. BCS provides many programs and services including Institutional and Technical Certificate Programs.

[Career Technical Programs](#)

Pellissippi State's 13 Career/Technical Programs is a perfect fit for those students who know exactly what career path they want to take.

[Business Administration](#)

[Computer Accounting](#)

[Hospitality](#)

[Management](#)

[Marketing](#)

[Civil Engineering Technology](#)

[Computer Integrated Drafting and Design Technology](#)

[Computer Science and Information Technology](#)

[Database Design and Development](#)

[High Performance Computing](#)

[Networking](#)

[Early Childhood Education](#)

[Electrical Engineering Technology](#)

[General Technology](#)

[Interior Design Technology](#)

[Mechanical Engineering Technology](#)

[Media Technologies](#)

[Communication Graphics Technology](#)

[Photography](#)

[Video Production Technology](#)

[Web Technology](#)

[Office Systems Technology](#)

[Paralegal Studies](#)

[Security Engineering and Administration Tech](#)

[College Transfer/University Parallel](#)

For almost half the cost of a four-year public institution, students can earn an associate's degree that will transfer to several four-year schools in the area.

[Distance Learning and Online Courses](#)

With all the options available at Pellissippi State, not having time to attend class is no longer an excuse for those who want to continue their education. Those with families, full-time jobs or both can still get their degree through the variety of Distance Learning choices.

[RODP- Regents Online Degree Program](#)

The Tennessee Board of Regents technology centers, community colleges, and universities have joined in a collaborative, strategic planning effort to offer the Regents Online Degree Programs (RODP) and the Regents Online Continuing Education and Workforce Development (ROCE).

[Dual Enrollment](#)

Area students who want to get ahead in their college career can earn high school and college credits simultaneously through Pellissippi State's Dual Enrollment program.

[University Connection- TTU and ETSU](#)

Earning an associate's degree is not the only option for students at Pellissippi State. Through the University Connection program, students can earn a bachelor's degree from Tennessee Technological University or East Tennessee State University without ever leaving Pellissippi State's campus.

College Lingo/Glossary of Terms

Academic Calendar. A list of dates found at the beginning of each Catalog and Handbook. Includes dates for Registration, drop deadlines, holidays, exams and fee deadlines.

Academic Dishonesty/Classroom Misconduct/Cheating Policy. Plagiarism, cheating and other forms of academic misconduct are prohibited. A student guilty of academic misconduct, either directly or indirectly through participation or assistance, is immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions that may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course.

Academic Record. Student file folders transferred from Enrollment Services and permanent record cards prior to fall 1985 are maintained by Enrollment Services. The student permanent record card lists academic credit transferred from regionally accredited colleges and universities and credit earned at Pellissippi State. Beginning fall 1985 and thereafter, transfer credit and credit earned at Pellissippi State are maintained in the computerized student information system. The director of Enrollment Services is responsible for the maintenance and security of these documents.

Advisor. A faculty member or counselor who meets with designated students each semester to help make curriculum choices and discuss progress toward achieving educational goals.

Advisory Committees. Groups of business and community representatives who make curriculum recommendations for Career/Technical programs.

Area of Concentration. A combination of courses and curricular requirements that serves as an area of specialization within the major.

Articulation Agreement. A document that outlines the curriculum agreed to by Pellissippi State and a four-year college or university to satisfy the degree requirements at Pellissippi State and at the receiving four-year institution. Pellissippi State has articulation agreements with East Tennessee State University, Maryville College, Nossi College of Art, Tennessee Technological University, Tusculum College and the University of Tennessee, Knoxville. Information on articulation agreement requirements can be obtained from academic advisors, the Student Assistance Center and the Curriculum Office.

Associate of Applied Science Degree. Degree awarded upon completion of a Career/Technical degree program. Degree is designed for students who seek immediate employment after graduation and is generally not designed for transfer to a four-year institution.

Associate of Arts and Associate of Science Degrees. Degrees awarded upon completion of College Transfer/University Parallel degree programs. Degrees are designed for students who intend to transfer to a four-year institution. Associate of Arts degrees require an intermediate foreign language sequence that is not required for the Associate of Science degree. Students may earn these degrees through the completion of articulation agreements or by meeting general and curriculum requirements specified in this Catalog and Handbook.

Attendance Policy. Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the Vice President of Learning, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Learning.

Audit. The taking of a course not for credit. Auditing students are expected to pay all fees and attend classes but are not required to complete assignments or take exams outlined in the course syllabus.

CBASE Exam. The general education exit exam required by all associate's degree graduates to be taken during the last semester of coursework. No minimum score or level of achievement is required for graduation. The exam is used to evaluate the effectiveness of the College's general education program.

Career/Technical Program. A curriculum that prepares students to begin a particular type of career immediately after graduating from Pellissippi State with an Associate of Applied Science degree.

Career/Technical Guarantee. A document that states that any Career/Technical graduate judged by his or her employer as lacking in the technical job skills expected of an entry-level employee will be provided additional educational courses (up to 15 semester hours) by Pellissippi State AT NO CHARGE (also called the Job Competency Guarantee).

College Transfer/University Parallel Program. A curriculum designed for transfer to a four-year college or university after graduating with an Associate of Arts or Science Degree.

Community College Guarantee. A document that states that for transfer program graduates, Pellissippi State will refund the tuition for any course passed with at least a C grade if a student is unable to transfer that earned course credit to a four-year college or university with whom Pellissippi State has an articulation agreement. The guarantee applies up to two years after graduation from Pellissippi State (also called the University Parallel Guarantee).

Continuing Education. Non-credit courses offered for business, professional or personal development.

Continuing Education Unit. Unit of “credit” available to completers of noncredit courses.

Co-op. A paid position related to a major. The Placement Office can help students in Career/Technical programs find co-op positions in local companies.

Course Load. The total number of credit hours that make up the semester schedule.

Course Waiver/Substitution. Under special circumstances, a course may be waived by the dean (except developmental studies courses). Waivers are granted when necessitated by course deletions or other curriculum changes. Since no credit is awarded for a course waiver, a course of equal or greater credit may be substituted for a course that has been waived. Exceptions to an articulation agreement can **only** be approved by the four-year institution.

Co requisite. A course that must be taken prior to or at the same time as another course.

Credit Hours. The number of hours awarded for a particular course. A minimum number of credit hours in a variety of courses is required for graduation.

Curriculum. A particular plan of study.

Degree. Official recognition of completion of a curriculum and other general and program requirements.

Degree Audit. Provides a complete record of student progress toward a particular degree (chosen by the major code); Part 1 of the audit lists courses remaining to fulfill the degree requirements; Part 2 lists courses completed toward the degree or courses in progress; Part 3 lists any courses not applicable to the degree program.

Developmental Studies Program (DSP) Courses. Pellissippi State provides refresher courses in reading, English, math and study skills to assist students in developing college-level skills in each of these areas. Students are placed into these areas based on the results of a placement test. Students in DSP courses may be restricted from taking other college-level courses until the DSP course is successfully completed.

Directory Information. The following can be designated by institutions as information that may be disclosed to any person requesting such information without consent of the student: name, address, telephone number, date and place of birth, major field of study, participation in recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, most recent previous educational institution attended, and e-mail address. A student who does not wish directory information to be released

without consent should provide written notification to Enrollment Services. The following is not designated as directory information:

Social Security number/student ID number, race/ethnicity/nationality, gender, and grades.

Distance Learning. Courses that are delivered in an alternative format that include two-way audio/video, telecourses, videotape, and online options. It is designed for students who need flexibility in scheduling and instructional methods.

Educational Records. All records that contain information that is directly related to a student and that are maintained by or on behalf of an educational agency or institution. Exceptions to educational records include the following: sole possession records, employment records (unless contingent on attendance), law enforcement records, medical/health records and alumni records (or those that only contain information about a student after he or she is no longer a student).

Elective. A course that may be chosen to complete degree requirements.

Fast Track. Courses that are offered in abbreviated time periods, usually five weeks. The sessions do not conform to standard semester schedules and the program has its own drop/add dates.

Fees. The amount of money owed to Pellissippi State for courses taken. Fee payment deadlines must be met or schedules will be dropped.

Full-time Student. A student enrolled in 12 or more credit hours during any semester.

Grade-Point Average (GPA). An overall average of grades for all courses taken for a semester or during the academic career. The college-level GPA does not include grades earned for developmental studies courses.

Graduation Requirements. In order to obtain a degree or certificate, students must complete the general requirements as prescribed by Pellissippi State and specific requirements set for the program. Requirements include: (1) The last 20 hours preceding graduation with an associate's degree must be completed at Pellissippi State. (2) Each candidate must complete at least 60 credit hours to be eligible for the associate's degree. (3) A cumulative grade-point average (GPA) of at least 2.0 on all college-level coursework at Pellissippi State is required for graduation. (4) Completion of the curriculum for the major subject chosen is required. (5) Each prospective candidate must file an Intent to Graduate form during the semester preceding the semester of anticipated graduation and pay a \$25 graduation fee. (6) The student must meet the requirements for graduation under any one catalog in effect during the student's attendance at Pellissippi State, provided that the catalog used is within six years of the date of graduation. Articulation agreements may specify shorter completion periods. (7) A student may, as prerequisite for graduation, be required to take one or more tests designed to measure achievement in general education and in the major. No minimum score or level of achievement

is required for graduation. (8) Candidates for a second associate's degree must meet the following requirements: (a) The first degree must have been awarded by Pellissippi State or another associate's degree-granting institution of higher learning; (b) a minimum of 20 semester hours of coursework must have been completed at Pellissippi State after requirements for the first associate's degree; (c) all curriculum requirements for Pellissippi State must be met; and (d) a 2.0 grade point average must be attained on all college-level coursework.

Grant. Financial assistance that does not have to be paid back.

Holds. Block that prevents students from registering, obtaining transcripts, and/or receiving financial aid awards. Holds can be placed on student accounts for various reasons.

Hybrid Course. Combines traditional classroom work with online instruction. For a 3-credit-hour history course, students meet in a classroom for 1.5 hours each week and complete the remainder of the class online.

Internship. Usually a non-paid position that offers experience related to the major. Some Career/Technical programs require an internship for graduation.

Job Competency Guarantee. Any Career/Technical graduate judged by his or her employer as lacking in technical job skills expected of an entry-level employee may take additional courses, up to 15 semester hours, at no charge to the student or employer.

Learning and Testing Center. Located in the Educational Resources Center (Library), the center provides free tutoring in a variety of subjects. They also provide makeup and standardized testing for students.

Legitimate Educational Interest. One that arises from the faculty or staff member's fulfillment of assigned responsibilities, and disclosure shall be limited to information necessary to fulfill those responsibilities.

Major. The student's program of study. Students whose primary goal is to transfer to a four-year college or university enroll in a College Transfer/University Parallel program. Students whose primary goal is to seek immediate employment after graduation enroll in a Career/Technical program.

Non-credit Course. Courses that do not offer college credit upon completion.

Part-time Student. Student enrolled in fewer than 12 credit hours during any semester.

Placement. The College Placement Office. Placement can help Career/Technical graduates find jobs after graduation. This office may also be able to help students find jobs while enrolled.

Placement Test. If current ACT/SAT scores are not available or if transcripts are not available showing college-level coursework in math and/or English, students may be required to take a placement test to determine level of proficiency.

Prerequisite. A requirement that must be met before enrolling in certain courses.

Registration. The time period when students can sign up for classes for the next term. Check the Academic Calendar in the Catalog or the Student Enrollment Guide for dates.

Scholarship. Financial assistance that does not have to be paid back. Most scholarships have specific application criteria.

School Officials. Pellissippi State administrators, faculty and staff. Only those individuals with a genuine need to know based on a legitimate educational interest may have access to a student's records.

Semester. The 15-week period in fall and spring during which courses meet and final exams occur. There are also summer terms during which a student may complete a semester of coursework.

Site Campuses. Pellissippi State offers courses and services at four primary locations: Hardin Valley, Division Street, Blount County, and Magnolia Avenue.

Special Student. Any non-degree-seeking student. Students who are listed in this category do not get transcript and/or A89 high school evaluation until they switch to a degree-seeking major. Special students are **not** eligible for financial aid.

Student. Any individual who is or has been in attendance at an institution and regarding whom the institution maintains educational records.

Syllabus. The outline of course objectives, contents and requirements for a course.

TBR Common Course Numbering. To eliminate unnecessary repetition of coursework by students transferring to institutions within the Tennessee Board of Regents (TBR) system, a common course prefix and numbering system has been developed for all TBR institutions. Every TBR institution incorporates a common general education core curriculum into its degree requirements and accepts all courses designated with the u symbol as meeting these requirements at other TBR institutions. A complete matrix of courses that satisfy the minimum degree requirements at all TBR institutions and an explanation of the common course prefix and numbering system are available on the TBR Web page (www.tbr.state.tn.us; select Academic Affairs).

Transcript. An official record of academic history, provided by high school or other colleges previously attended.

Transfer Policies. The policies and conditions of eligibility at receiving institutions that determine the amount of credit awarded.

Transfer Program. A curriculum designed for transfer to a four-year college or university (also called University Parallel Program).

Transfer Credit. Credit awarded by a receiving college or university for equivalent coursework.

University Parallel Program. A curriculum designed for transfer to a four-year college or university (also called Transfer Program).

University Parallel Guarantee. See Community College Guarantee.

Resources and Services

Admission Records: Admission files are maintained in Enrollment Services and on an imaging system. Each file contains the application for admission and, for a degree-seeking student, ACT scores if required, high school transcripts, official GED score reports if required, transcripts from all colleges and universities that the student previously attended, immunization documentation and miscellaneous working papers and letters as required. To obtain a copy of your transcript from Pellissippi State:

In person

Enrollment Services, Goins 102, Pellissippi Campus,
10915 Hardin Valley Road, Knoxville, Tennessee

By fax

(865) 539-7016

By mail

Enrollment Services, Pellissippi State Technical Community College,
P.O. Box 22990, Knoxville, TN 37933-0990

Online

www.pstcc.edu/departments/records

Include your name, signature, Social Security number and the address to which your transcript should be mailed. Transcript Request forms are available online through Enrollment Services: www.pstcc.edu/departments/records.

Bookstore: Pellissippi State Technical Community College Bookstore is a local bookstore serving the students, faculty and staff of Pellissippi State Technical Community College. Students can obtain the course materials they need at reasonable prices. The Bookstore is located in the J.L. Goins Administration Building, and can be reached at (865) 694-6642. The store hours are 8 a.m.-6 p.m. Monday, 8 a.m.-4 p.m. Tuesday-Thursday, and 8 a.m.-3 p.m. Friday.

Campus Security Report: A copy of the annual campus Security Report is available upon request. The report contains security policies, procedures and guidelines. A copy of the report may be obtained from the Safety and Security Office, Room 141, J.L. Goins Building, Pellissippi Campus, (865) 694-6649, or from the Safety and Security Web site: www.pstcc.edu/security. A copy may also be obtained from the main office of the Division Street, Blount County or the Magnolia Avenue campuses.

Counseling Services:

Personal and Academic Counseling

Counselors provide students the opportunity to explore concerns that may affect their academic progress. Counselors also assist students in making intelligent decisions regarding their vocational, educational and social plans. Counseling staff also provide information and guidance to students who wish to transfer to four-year colleges or universities.

Career Counseling

Counselors can assist a prospective or enrolled student with tasks such as deciding on a major, researching a career change, or planning a job-seeking strategy. Students and prospective students may schedule appointments for career assessment and career counseling through the Counseling Office at the Pellissippi Campus, the Division Street Campus, the Blount County Center, or the Magnolia Avenue Campus.

Disability Services: Pellissippi State provides services and academic accommodations for students with disabilities who self-identify as having a disability and provide appropriate documentation of the disability. The Services for Students With Disabilities Office coordinates the services and academic accommodations for all students with disabilities. Academic accommodations are based on documentation of the disability and are determined on a case-by-case basis. Persons who need assistance or information on services available to students with disabilities should contact Services for Students With Disabilities, J.L. Goins Administration Building, Room 125-131, (865) 694-6751 (Voice/TDD).

Educational Technology Services: Audiovisual and projection equipment is available in Educational Technology Services (ETS). Experienced personnel are available to explain the operation of the equipment and may be contacted at (865) 694-6593. Audiovisual equipment and software are available for use on campus only

Food Service: The Pellissippi State Cafeteria is located on the first floor of the J.L. Goins Building. The Cafeteria provides hot line and grill services to students, faculty, staff, and visitors. Vending services are also available at each campus.

Graduate Placement Services: Placement Office personnel assist students, recent graduates and alumni of Career/Technical programs in their job search to help them obtain career positions. Regularly updated job postings are available for all students at all site locations. Placement and Cooperative Education files are maintained and made available to employers in the community.

Helpdesk: The Helpdesk provides computer assistance to students, faculty and staff of Pellissippi State. Call the Helpdesk at (865) 694-6537 or e-mail helpdesk@pstcc.edu for assistance.

Learning and Testing Center: The Learning and Testing Center, Pellissippi Campus (Room 330, Educational Resources Center) offers the following free services:

- Tutoring by faculty in math, writing, chemistry and other subjects
- Mathematics instructional tapes
- Access to computers and printers for e-mail and word processing
- Access to personal computers for tutorials
- CD collection for easy listening or music students

- Excellent group or individual study space
- GED and basic skills preparation program
- Paid tutor bank for locating a personal tutor
- Preparation for the college placement test
- Makeup testing and standardized testing

Stop by the Center to pick up a schedule of free tutoring times. Contact the site campuses for services offered.

Library Services: The mission of Library Services is to provide quality academic library support for the College community. Library Services provides access to resources for research, enrichment and general reading. The Library's Web page (www.pstcc.edu/library) provides access to the online catalog, online databases, search engines and browsing sites, a selection of reference resources, and Subject Guide pages for library and curriculum-related resources. For scheduled hours of operation during the semester, check the Library's Web site, www.pstcc.edu/library, or contact the Reference Desk, (865) 539-7107, for assistance.

Student Life and Recreation: The mission of Student Life and Recreation is to provide learning and personal development co-curricular activities and experiences in which students connect and engage with other students, faculty, staff and the community.

Student Support Services (TRiO): The Student Support Services (TRiO) program helps students develop the skills to attain academic, social and personal success during their college career. Services include assistance with selecting a career, peer tutoring, educational seminars, cultural activities and assistance in selecting a four-year college to transfer to after completing studies at Pellissippi State. Leadership opportunities are available through TRiO's Student Leadership Team and Peer Tutoring program. The program is available to students who have an academic need and meet enrollment guidelines. Academic needs include required developmental courses, low grade-point average or ACT test score, or having been out of school for five or more years. The program is located in the Educational Resources Center, Room 218, on the Pellissippi Campus. Staff can be contacted for additional information at (865) 539-7267.

Tutoring: Free academic tutoring is available in math, writing, chemistry, Spanish, French, statistics, statistics, and other academic subjects in the Learning and Testing Centers. Check the Learning and Testing Centers for a list of qualified, experienced tutors available at each site. The Pellissippi Campus Learning and Testing Center (Room 330, Educational Resources Center) also compiles a list of paid tutors in various subjects to which students can refer.

Important Contact Numbers

The area code for all locations is 865.

General Information (Pellissippi Campus)	694-6400
Division Street Campus	971-5200
Magnolia Avenue Campus	329-3100
Blount County Center	681-1064

Safety and Security 694-6649
[Traffic and Parking Regulations](#)
[Annual Security Report](#)
[Policies and Procedures](#)
[Inclement Weather Guidelines](#)
[Safety and Security](#)

For technical difficulties in accessing myPellissippi, P.S. Web, Online Courses or accessing college email accounts. Please contact the Pellissippi State Computer Help Desk at 694-6537, or via the [ITSC web site](#).

If you are experiencing difficulties with a Pellissippi State Web page, or would like to report a problem. Please contact the Webmaster by completing the following [form](#). Be certain to include the URL (or Web address) of the problem page.

For information about our programs and degrees, how to register, enroll, or transfer. Please contact the [Admissions](#) office at 694-6570.

If you need a copy of your transcript, contact the Records office at 694-6561.
For the employee directory, click [here](#).

Abbreviation Key:
GN—Goins Building
AL—Alexander Building
BA—Bagwell Building
MC—McWherter Building
ER—Educational Resources Building
SR—Student Recreation Center

Department	Phone	Building/Room
Academic Advising, Articulation and Curriculum	539-7219	GN128
Admissions (Enrollment Services)	694-6400	GN102
Adult Education	539-7109	ER330
Affirmative Action	694-6607	GN204
Bookstore	694-6642	GN148
Business and Community Services (BCS)	539-7167	AL108
Business and Computer Technology	694-6656	MC252
Business Office	694-6608	GN221
Cafeteria	694-6615	GN151
Cashier	694-6605	GN214
Computer Helpdesk	694-6537	ER327
Continuing Education (BCS)	539-7167	AL108
Cooperative Education	694-6559	GN105
Council of Student Advocates (COSA)	694-6408	GN146B
Counseling Office	694-6556	GN123
Disabilities, Services for Students With	539-7153	GN127
Engineering and Media Technologies	694-6483	MC246
English	694-6708	MC329
Enrollment Services	694-6400	GN114
Financial Aid/Veterans Affairs	694-6565	GN101C
Foundation/Alumni Affairs	694-6528	GN255
Human Resources and Affirmative Action	694-6607	GN204
Internships, Business and Computer Technology	694-6597	MC251
Learning, VP	694-6523	GN212
Learning and Testing Center	539-7079	ER330
Library	694-6516	ER103
Liberal Arts	694-6475	MC240
Lost and Found	694-6646	GN141
Marketing and Communications	694-6405	GN249

Mathematics	694-6450	AL201B
Natural and Behavioral Sciences	694-6685	AL202
Non-credit Courses (BCS)	539-7167	AL108
Open Lab	539-7116	ER327
Pellissippi Press	694-6698	AL216
Placement	694-6559	GN105
President, Office of the	694-6616	GN211
Records (Enrollment Services)	694-6549	GN114
Safety/Security	694-6646	GN141
Safety/Security (emergency only)	694-6649	GN141
Student Assistance Center	694-6556	GN123
Student Life and Recreation	694-6555	GN162
Student Recreation Center	694-6576	SR102
Student Success and Enrollment Management, VP	539-7188	GN105
Testing (GED)	694-6752	ER330
Testing (Exit, Makeup, Placement)	694-6454	ER330
Tutoring	694-6454	ER330
University Connection	694-6449	AL217