

October 26, 2011

## WELCOME TO PELLISSIPPI STATE

On behalf of more than 11,000 students, I welcome you to Pellissippi State Community College.

It is our mission to provide state-of-the-art, quality career programs in the areas of business, computer science, engineering, interior design, media, paralegal studies, and nursing; a variety of university parallel programs designed for transfer to four-year colleges and universities; and specialized training to meet the workforce development and economic development needs of the local business community.

Pellissippi State takes pride in being an institution focused on the needs and concerns of its students. Their success is our top priority; we appreciate your expertise and efforts in helping us work with them towards the achievement of their academic and career goals. Your commitment to excellence in instruction and service will contribute to our reputation as a leader in education, technology, and career development.

Best wishes to you in the endeavors of teaching and learning. We are pleased you have joined our community.

Sincerely,

A handwritten signature in cursive script that reads "L. Anthony Wise Jr." The signature is written in dark ink and is positioned below the typed name.

## **STATEMENT OF MISSION**

The mission of Pellissippi State Community College is to serve the needs of its community by providing quality college courses and programs, along with appropriate student support and preparation; and by meeting a broad spectrum of community needs, including training and workforce development, educational support, life enrichment, and civic and cultural advancement.

### Features of the Mission

To fulfill its mission, Pellissippi State provides students and other citizens of its community specific offerings in the following areas:

- associate's degree and certificate programs that lead to employment in engineering technologies and business;
- associate's degree programs and courses that prepare students for transfer to baccalaureate-level colleges and universities;
- developmental studies (DSP) and other educational support programs and services;
- General Educational Development (GED) preparation;
- training to meet specific needs of businesses, industries, and individuals;
- continuing education programs, seminars, and workshops;
- resources for special grade K-12 programs and events;
- support for, involvement in, and promotion of civic and cultural projects and events.

To sustain and enhance these offerings, Pellissippi State maintains and continually develops comprehensive fiscal and other administrative services and a physical environment conducive to learning. The College continues a distinctive emphasis on technology that began with its founding in 1974 as a technical institute -- learning and leadership in technology and the effective integration of state-of-the-art technology into teaching, educational support, and administration.

Located in Tennessee's third-largest metropolitan area, Pellissippi State comprehensively serves the greater Knox and Blount County area and extends its engineering technology offerings to Anderson, Loudon, Roane, Cumberland, Campbell, Fentress, Scott, and Morgan Counties. A member of the Tennessee Board of Regents (TBR) System, the College seeks to develop and maintain effective student transfer agreements with TBR universities, the University of Tennessee, and private colleges and universities of the region. In all programs and services, Pellissippi State continually emphasizes the value of diversity among students, personnel, and other constituencies. Services are provided without regard to age, gender, veteran status, religion, race, national origin, or disability unrelated to program performance.

## **STATEMENT OF VISION**

In providing higher education for our citizens, Pellissippi State Community College will strive to build a climate that will support rigorous and relevant programs of study in response to community needs.

## **EQUAL OPPORTUNITY AND NON-DISCRIMINATION IN EDUCATION AND EMPLOYMENT**

Pellissippi State affirms that it will not tolerate discrimination against any employee or applicant for employment because of race, color, religion, ethnic or national origin, sex, sexual orientation or gender identity, disability, age or status as a covered veteran, nor will the College tolerate harassment on the basis of race or sex.

Similarly, the College will not subject any student to discrimination or harassment under any educational program and no student shall be discriminatorily excluded from participation nor denied the benefits of any educational program on the basis of race, color, religion, ethnic or national origin, sex, sexual orientation or gender identity, disability, age or status as a covered veteran.

Any Pellissippi State employee, applicant, or student who has reason to feel that he or she has been harassed or affected by discrimination, or who has any other concerns or questions about equal opportunity and affirmative action, should contact the following:

Director of Human Resources and Affirmative Action  
Pellissippi State Community College  
J.L. Goins Administration Building, Room 262  
10915 Hardin Valley Road  
P.O. Box 22990  
Knoxville, TN 37933-0990  
(865) 694-6406

Questions about services and facilities for students with disabilities should be directed to the following:

Director of Services for Students with Disabilities  
Pellissippi State Community College  
J.L. Goins Administration Building, Room 134  
10915 Hardin Valley Road  
P.O. Box 22990  
Knoxville, TN 37933-0990  
(865) 539-7153  
(865) 694-6429 (Voice/TTD)

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## I. PERSONNEL INFORMATION

### A. Adjunct Faculty Job Description

#### Narrative Description:

The primary responsibility of this position is to provide quality instruction for student learning and to maintain a positive learning environment in the classroom. The major emphasis will be placed on teaching and evaluating students in classrooms and laboratories. (Instructors should not have family members or significant others enrolled in their classes.) Functional responsibilities include:

1. Planning and teaching classes as assigned and as outlined in the course descriptions and course syllabi
2. Supervising the study and learning activities of students assigned
3. Submitting requests through the dean, program coordinator, or lead teacher for equipment, supplies, textbooks, and other instructional aids
4. Evaluating the academic progress of students
5. Demonstrating knowledge of services, regulations, and procedures as defined in the Adjunct Faculty Handbook
6. Submitting course grades and performing other administrative duties as required
7. Scheduling one office hour per week for each three credit hour course. For extenuating circumstances in which office hours cannot be scheduled, the adjunct faculty member must submit a written plan to the dean describing how students can access the instructor. Office hours are not paid during the summer session.

### B. Selection, In-service, and Compensation

All adjunct faculty in the academic teaching areas, including adjunct faculty teaching college-level credit courses for the Business and Community Services department will have the same academic qualifications as full-time faculty.

These qualifications do not apply to adjunct faculty teaching non-credit courses for Business and Community Services. The dean or program coordinator reviews the credentials and interviews all applicants. Adjunct faculty members are selected according to these five criteria:

1. Academic degree; proficiency in the proposed course
2. Professional references
3. Previous experience in business, industry, or teaching
4. Completed application and official transcripts
5. Background checks

After the initial semester, rehiring depends on these factors:

1. Student evaluation comments and numerical results
2. Instructor attendance
3. Maintenance of an appropriate learning environment
4. Performance of administrative duties
5. Classroom observations by full-time faculty
6. Needs of the College

All adjunct instructors will be employed subject to the laws of the State of Tennessee, the requirements and policies of the Tennessee Board of Regents, and the requirements and policies of Pellissippi State Community College.

Adjunct faculty teaching assignments are dependent on sufficient enrollment in each course to be taught and/or other administrative considerations. Should the class(es) not have a sufficient number of students enrolled, the contract automatically becomes void. Pellissippi State also reserves the right to transfer the class(es) to a full-time faculty member. Adjunct faculty appointments do not include any assurance, obligation, or guarantee of subsequent employment. Adjunct appointments may be canceled without prior notice and are not effective until approved by all College officials. The maximum teaching load combined for fall and spring semesters is 24 equated load hours, with a maximum of 14 hours in a semester; the summer maximum is 7 equated load hours. Maximum teaching loads may be exceeded in exceptional cases approved by the vice president of Learning and president prior to the first day of the employment period.

In the event that an adjunct faculty member cannot meet a class at the scheduled time, he or she must immediately contact the dean, program coordinator, or lead teacher. If teaching at one of the site campuses, contact the main office to have notices posted on the classroom door. Any absenteeism will be reflected in the amount of pay.

### In-service

Adjunct faculty will participate in an in-service session to be scheduled fall and spring semesters. This meeting will include administrative details necessary for working at Pellissippi State. Training sessions for new adjunct faculty members will be conducted as part of departmental orientation meetings.

Deans, program coordinators, or lead teachers will inform adjunct faculty of the following instructional details: textbook, roll book, course outline, syllabus, sample tests, official rolls, and mailboxes. They should provide adjunct faculty with copies of the Adjunct Faculty Handbook, which will also be available at in-service. The adjunct faculty should be thoroughly briefed to ensure continuity of instruction, especially between day and evening classes. Each adjunct faculty member must work carefully with the lead teacher for the course being taught.

### Compensation

The adjunct faculty salary is contingent upon successful completion of service for the full term of the agreement. In the event of failure to complete the specific terms of the appointment, salary will be prorated in accordance with the policies of Pellissippi State. The salary will accrue and be payable as follows:

- Fall -- Last working day of September, October, November, December
- Spring -- Last working day of February, March, April, May
- Summer -- Last working day of June, July, August

An adjunct faculty member is not eligible for employment benefits (retirement credit, educational assistance, state insurance plan, sick leave, or holiday pay).

### C. Personnel Requirements

All adjunct faculty members are required to submit at the time of initial employment:

1. Completed Pellissippi State Employment Application and Faculty Application Insert
2. Social Security card
3. Current resume
4. Official college transcript(s) for all degrees earned
5. W-4 form
6. Employment Eligibility Verification form, I-9, plus documentation (as indicated on the back of the form). All new employees will be required to complete an I-9 form immediately upon hire. Pellissippi State will only hire individuals lawfully authorized to work in the U.S.
7. An Employee Information Form

A break in service of three years or more will require submittal of new paperwork. Forms must be submitted to the Human Resources office.

Contracts must be signed and returned immediately to the department's office when the adjunct faculty member receives the contract. Contracts cannot be processed until all requirements are submitted to the Human Resources office. Contracts will contain the legal name of the instructor as it appears on the Social Security card.

Adjunct faculty are expected to be aware of dates within the academic term which are pertinent to them and their students. These dates are listed in the academic calendar of events in the College catalog.

### Dual Service Agreements

State law prohibits any regular employee from receiving paychecks from two state agencies. Thus, persons employed by another state agency, on either a full-time basis or a regular part-time basis, and employed by Pellissippi State receive payment for services through a dual service agreement. (Individuals employed by other state agencies, including UTK, on a temporary part-time hourly basis and who are also employed on a temporary part-time basis at Pellissippi State will not require dual service agreements.) The dean should contact the Human Resources office as soon as possible regarding a dual service employee so a dual service agreement can be initiated. Prospective adjunct employees should be informed that delays in payment can result from this contractual process. Checks are issued by the employer of record. See Pellissippi State Policy and Procedures 06:12:04 for further clarification.

D. On the Job Injuries

In the event that you are injured on the job, notify the dean/coordinator/lead teacher, Safety & Security, and Human Resources as soon as possible. If medical assistance is needed, you must choose a provider from our network. The list of providers is available at [www.treasury.state.tn.us/wc/](http://www.treasury.state.tn.us/wc/).

In the event of an emergency, go to the closest emergency room. In the event of an evening injury which requires immediate medical attention, notify Safety & Security, and proceed to the nearest network hospital, if available, or to the closest emergency room.

REMINDER: You must choose a provider from our list of providers for payment of medical bills. If you use a provider that is not in the network, you will be responsible for full payment.

E. Student Injuries and/or Emergencies

If a student is injured or has a medical emergency, contact Safety & Security.

F. Parking

A brochure on parking regulations and procedures is provided by the Human Resources or Safety & Security office. Adjunct faculty must get an appropriate parking tag from the Human Resources office at the Pellissippi State Campus or from the main office at Division Street, Blount County, and Magnolia Avenue.

G. Adjunct Mentoring and Evaluation Program for Adjunct Instructors

Pellissippi State relies heavily on a professional, experienced, well-trained body of part-time instructors. In order to ensure collegiality between part- and full-time instructors, to maintain communication between part-time instructors and their departments, and to maintain consistent excellent instruction for the mutual benefit of Pellissippi State students, faculty, and administration, the academic departments have developed this process for partnering adjuncts with full-time faculty. The actual details of implementation may vary somewhat from department to department depending on the curriculum and the needs of specific departments and instructors.

Mentoring for New Adjuncts

1. Within the first month of each semester, all adjuncts in their first or second semesters at Pellissippi State will be assigned a mentor who is a full-time faculty member and who, preferably, is teaching the same course as the adjunct.
2. The full-time instructor will:
  - Make initial contact by phone or email immediately upon receiving the assignment. Provide the adjunct with phone numbers, office number, and e-mail address.
  - Make himself or herself available to answer questions about courses, the department, or the College; to offer advice about teaching techniques or students; or just to provide a sounding board.
  - At the request of the adjunct, visit the adjunct's class before midterm and offer observations and suggestions. This informal observation will not result in a report to the dean or program coordinator.
3. After midterm new adjuncts will be observed by the mentor or another full-time faculty member, according to the following process:
  - The full-time faculty member will contact the adjunct to arrange a time for observation.
  - Before observation, the adjunct will provide the observer with a copy of his or her syllabus (or course schedule) and with copies of any handouts or assignments relevant to the class period.
  - During or immediately following the class, the observer will complete a Pellissippi State Faculty Observation Form.
  - Within one week after the class, the full-time faculty member will discuss his or her observations with the adjunct.
  - After both parties have signed the observation form, the full-time faculty member will send it to the dean or program coordinator.
4. The dean or program coordinator will follow up with the adjunct as necessary and will keep the observation report on file for use as part of the continuing process of evaluation of adjuncts, including making hiring decisions for future semesters.

### Partnering for Returning Adjuncts

Adjuncts who have taught at Pellissippi State for more than two semesters will be assigned a full-time partner, who will contact the adjunct, will be available for consultation if necessary, and will observe the adjunct's class after midterm. The partner will follow the same process for observation described in steps 3 and 4 above. After six semesters, when the adjunct is eligible to apply for an increase in pay with the submission of a professional development portfolio, the adjunct will be observed only in fall semesters. Adjuncts are encouraged to observe classes of full-time instructors as well, since two observation reports are required for the adjunct portfolio.

### H. Student Perception of Faculty

Adjunct faculty members are evaluated by students each semester in all sections they teach. The dean may elect to reduce the number of required student perceptions for those adjunct faculty members whose performance is deemed satisfactory after two semesters of teaching within a discipline or a department.

Student perceptions of faculty are conducted in accordance with specific instructions as directed by the vice president of Learning. Using this information, faculty can self-assess instructional practices, modify instruction or experiment with alternative approaches to instruction, and monitor changes in student perceptions of instructional effectiveness over time. See the appendix for a sample of the student perception of faculty form.

### I. Faculty Absence

Adjunct faculty members are expected to meet all classes promptly as scheduled. In the case of anticipated absences, instructors must propose plans which are approved by their lead instructor/dean/program coordinator. In the case of unanticipated absences, instructors must notify the lead instructor/dean/program coordinator and contact the main office if teaching at one of the site campuses. For evening classes, the instructor must also inform the evening coordinator. Do not call Safety & Security to report absences. Any absenteeism will be reflected in the amount of pay.

### J. Drug-free Campus/Workplace

By signing the adjunct contract, adjunct faculty agree to abide by the terms of the Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act of 1989. [See Policy and Procedures 08:07:00 at [www.pstcc.edu](http://www.pstcc.edu)] They must also notify the Human Resources office of any criminal drug conviction for a violation occurring in the workplace no later than five days after such conviction.

### K. Discrimination and Harassment – Policy 06:23:01

Sexual and racial harassment have been held to constitute illegal forms of discrimination prohibited by Title VI, Title VII of the Civil Rights Act of 1964, as amended, and Title IX of the Education Amendments of 1972. Pellissippi State may be held liable pursuant to Title VI or Title VII and/or lose federal funds pursuant to Title IX for failure to investigate properly and to remedy claims of sexual or racial harassment.

1. Generally, sexual harassment may be defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when one of the following criteria is met:
  - a. Submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment or of the individual's status in a program, course or activity; or
  - b. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions, a criterion for evaluation, or a basis for academic or other decisions affecting such individual; or
  - c. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or educational experience or creating an intimidating, hostile, or offensive work or educational environment.

Sexual harassment can take many forms, but most sexual harassment falls into three categories: verbal, visual, and physical. Some examples of behavior that may constitute sexual harassment are:

- Refusing to hire, promote, or grant or deny certain privileges because of acceptance or rejection of sexual advances
- Promising a work-related benefit or a grade in return for sexual favors Suggestive or inappropriate communications, E-mail, notes, letters, or other written materials displaying objects or pictures that are sexual in nature that would create hostile or offensive work or living environments

- Sexual innuendoes, comments, and remarks about a person's clothing, body or activities
- Suggestive or insulting sounds
- Whistling in a suggestive manner
- Humor and jokes about sex that denigrate men or women
- Sexual propositions, invitations, or pressure for sexual activity
- Use in the classroom of sexual jokes, stories, remarks or images in no way germane to the subject matter of the class
- Implied or overt sexual threats
- Suggestive or obscene gestures
- Patting, pinching, and other inappropriate touching
- Unnecessary touching or brushing against the body
- Attempted or actual kissing or fondling
- Coerced sexual intercourse
- Sexual assault
- Suggestive or inappropriate acts, such as comments, innuendoes, or physical contact based on one's actual or perceived sexual orientation and/or gender identity

The examples listed above are not exclusive, but simply represent types of conduct that may constitute sexual harassment.

Not every act that might be offensive to an individual or a group will be considered harassment. Whether the alleged conduct constitutes sexual harassment depends upon the record as a whole and the totality of the circumstances, such as the nature of sexual advances in the context within which the alleged incident occurs. Harassment does not include verbal expressions or written material that is relevant and appropriately related to course subject matter or curriculum.

Please note that sexual assaults may be criminal acts and as such, investigation and processing by the criminal justice system, local police, campus security and crisis intervention centers may supersede or occur in addition to the process developed under this policy.

2. Generally, racial harassment is defined as any person's conduct that unreasonably interferes with an employee's or student's status or performance by creating an intimidating, hostile, or offensive working or educational environment. Harassment on the basis of race, color, or national origin includes offensive or demeaning treatment of an individual, where such treatment is based on prejudiced stereotypes of a group to which that individual may belong. It includes, but is not limited to, objectionable epithets, threatened or actual physical harm or abuse, or other intimidating or insulting conduct directed against the individual because of his/her race, color, or national origin. Title VII requires that Mississippi State take prompt action to prevent individuals from expressing their opinions in a way that abuses or offends their coworkers.
3. Intimate relationships between supervisors and their subordinates and between faculty members and students are strongly discouraged because of the inherent inequality of power in such situations. These relationships could lead to undue favoritism or the perception of undue favoritism, abuse of power, compromised judgment, or impaired objectivity.
4. Engaging in a consensual relationship with a student over whom the faculty member has either grading, supervisory, or other evaluative authority (i.e., member of dissertation committee, thesis director, etc.) constitutes a conflict of interest. The faculty member must take steps to remove the conflict by assigning a different supervisor to the student; resigning from the student's academic committees; or by terminating the relationship at least while the student is in his/her class. Likewise, it is a conflict of interest for a supervisor to engage in a consensual relationship with a subordinate over whom he or she has evaluative or supervisory authority. The supervisor must take action to resolve the conflict of interest by, for example, assigning another individual to supervise and/or evaluate the subordinate.

#### L. Faculty/Student Instructional Relationships

Faculty are encouraged to personalize instruction and to know their students as individuals. Respect for and interest in students can be communicated in many ways. For example, attentive listening and eye contact signal students that they have the instructor's attention. References to student discussions while lecturing or answering questions also demonstrate the instructor's interest in students. Instructors can personalize instruction when student backgrounds and expectations of the course are known. Instructors can help more experienced students organize

their knowledge into presentations relevant to course objectives. The instructor can influence less experienced students by recommending resources and encouraging the development of a more comprehensive knowledge base.

Student responsibility in a flexible instructional format is best communicated in terms of course objectives, clearly defined criteria for evaluation, and deadlines. This information provides a basis for planning. Evaluation criteria can be explained in relation to objectives. Deadlines can be explained as they relate to the instructional schedule and to how that schedule affects students' overall learning. The student must then demonstrate a degree of mastery in course content as presented in the syllabus and by the instructor.

Consideration for the rights of others should prevent a student from dominating class discussion or the instructor's time. Students should prepare for the class by completing assignments and identifying questions. Student questions may be answered during the lecture, or the instructor may choose to begin each class with a question/answer period. Students learn best when actively involved in the development of ideas, and they may not value prolonged discussions between the instructor and one or a few students. However, this concern should not prevent the instructor from occasionally permitting a spirited exchange of ideas.

Personalized interaction with students should not obscure the instructor's ability to objectively evaluate student performance. When a student submits work or tests, the instructor must offer a professional opinion on the demonstrated level of mastery. Of course, when emergencies occur, the instructor has the prerogative of adjusting deadlines.

#### M. Student Access

Adjunct faculty and students must have access to one another. At the Pellissippi Campus, adjunct faculty may reserve space in McWherter 355 or room 209 in the Educational Resource Center (ERC). Adjuncts at Division Street, Blount County, and Magnolia Avenue will have an assigned office area.

Adjunct faculty must post a schedule of class and office hours in their assigned area and inform students of office hours and location, office phone number, and location of mailbox at the first class meeting. Students may leave written messages in the faculty mailbox (check with site campuses concerning mailbox procedures). Adjuncts will forward a class schedule with office hours and location to the dean and department secretary. Adjuncts may communicate with students and staff via electronic mail; see policy 08:13:05 for appropriate use of the College's computer system.

#### N. Attendance Policy -- Record Keeping

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all 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.

Accurate and consistent recording of grades and other performance measures simplifies the development of the final grade, provides a quick reference for advisement, and profiles class performance on assignments and tests. Overall, the maintenance of accurate student records contributes to an organized approach to course management.

#### Attendance Policies for Title IV Financial Aid Recipients

As required by federal regulation, Pellissippi State monitors class attendance. The following attendance policies apply to Title IV financial aid recipients:

- Any student who never attends one or more classes will have aid reduced by 100% accordingly.
- Any student who drops hours between the first day of class and the last day to add a class will have aid reduced by 100% accordingly.
- Adjustments of financial aid for any student who officially withdraws will be based on the date the student notifies the school of their intention to withdraw.
- Adjustments of financial aid for any student who stops attending all classes, but does not officially withdraw, will be the 50% period of the semester.

#### Class Rolls and Grade Rolls

Class rolls are available on the My Pellissippi website and should be printed to serve as the official record of enrolled students. A student attending class who is not listed on the official roll must go to the Records office to check proper registration and fee payment. If a student is on the roll but not attending class, Records office

personnel will check for proper withdrawal from the class. If the student does not drop the class, she or he will remain on the roll and receive an "F" at the end of the semester. Students may attend class only if officially enrolled.

In order for Pellissippi State to comply with Title IV regulations, instructors must report class attendance at the beginning and end of the semester. Instructors are encouraged to keep accurate attendance records as well as an accurate recording of other performance measures in case a student's last date of attendance should ever be questioned by an auditor. These records should be maintained for a minimum of three years following the end of the academic year.

Instructors report class attendance via the My Pellissippi website. The vice president of Learning and the academic deans will inform faculty of the attendance reporting dates each semester.

Grade rolls list all officially enrolled students who are auditing or receiving grades for the course and are available online. A grade must be assigned to each student listed. Timely submission of grades is a contractual obligation for all faculty. The College catalog contains an explanation of the grading system and semester calendars listing dates when grades are due. Also see the catalog for grade information such as the "I" grade and the process to change grades.

Posting of grades by actual name or social security number is not permitted; use pseudonyms or assigned numbers instead. Each Pellissippi State employee must protect the confidentiality of personally identifiable educational records of students and former students. Read the Buckley Amendment information in the Student Records section of the current catalog.

## O. Professional Development

### Purpose

The nature of the community college requires that extensive use be made of adjunct faculty because they enable the College to be flexible in those times when enrollment is uncertain and bring to the classroom expertise from the world of work that greatly enhances the educational experiences of students. Recognizing that adjunct faculty may not have received training in teaching skills, the college provides opportunities in areas such as planning a daily lesson, using appropriate evaluation methods, presenting and managing instruction, and appropriately directing students for counseling and/or tutoring. It is the purpose of the program outlined below to provide professional development support to adjunct faculty. The program, which includes the development of a portfolio, is a requirement only for those adjunct faculty who teach credit courses and who wish to apply for a salary increment after six semesters of teaching at Pellissippi State Community College. Full-time faculty who have retired from Pellissippi State and who are teaching as adjunct faculty will receive the 15% increase unless they are covered under the Post-Retirement Service and do not have to submit a packet.

### Program

The program will span six (6) semesters of teaching, including summer.

1. Classroom Visits. At least once during each semester taught, a full-time faculty member (lead teacher, dean, program coordinator, or designated faculty member) will visit a class session of the adjunct faculty member. The class visit will be documented and discussed with the adjunct faculty member, and a copy will be placed in the portfolio. Twice during this six-semester period, the adjunct faculty member will visit a full-time faculty member's class and will write a report of each visit. The report is placed in the portfolio.
2. Student Perception of Faculty. Each term the adjunct faculty member teaches, student perceptions will be completed. The tabulated results will be reviewed by the dean, discussed with the adjunct faculty member, and placed in the portfolio. Student perceptions are required every semester for all adjunct faculty, including those not participating in the professional development program.
3. Teacher Training. During the six-semester period, the adjunct faculty member must participate in an instructional development program consisting of six sessions on appropriate teaching methods and instructional designs. Reports will be written on each session and placed in the portfolio.
4. In-Service. For each of the semesters taught during the period, the adjunct faculty member will attend the in-service meeting held at the beginning of the semester.
5. Self-Evaluation. The portfolio will include a self evaluation by the adjunct faculty member concerning such matters as professional development, objectives met, graduate courses taken, professional reading, and other information that demonstrates growth as a teacher.

After teaching six semesters, the adjunct faculty member may submit the portfolio to a committee of department faculty members for review. Based on a favorable recommendation, the adjunct faculty member may receive a 15% increase in pay at the beginning of the following fall semester.

#### Application Process

The Adjunct Faculty Professional Development Plan is a voluntary activity. All adjunct faculty who satisfy conditions 1-5 above are eligible for the plan; all conditions must be satisfied before the portfolio will be reviewed. Applicants for the Professional Development Plan will be reviewed only in the spring. Submit the portfolio to the dean by January 31 to permit the simultaneous review of adjunct and full-time faculty evaluations. (Faculty concluding their sixth semester of service in the spring have until May 1.) After a review by a committee of department members, dean, and/or program coordinator, the portfolio and a recommendation will be forwarded to the vice president of Learning. Prior to the end of spring semester, the vice president will provide the applicant with written notification of the outcome.

The portfolio is an official document that represents an adjunct faculty member as a professional educator. The content and organization of the document should reflect the personal and professional character of the applicant. The applicant should organize the portfolio with the following labeled categories:

1. Letter of Application. State qualifying criteria.
2. Vita. Include specific dates of employment, courses taught each term, and professional activities.
3. Transcript. Attach a current transcript including all graduate work to be considered.
4. Classroom Visits. Attach copies of all classroom evaluations by peers or deans.
5. Student Perceptions of Faculty.
6. Teacher Training. Include copies of reports from teacher training sessions.
7. In-Service Attendance. List dates of in-service meetings attended.
8. Self Evaluation. (See #5 Self Evaluation in previous section)

The professional development plan provides a means for deans to acknowledge quality performance and professional growth of adjunct faculty. Completion of this program does not include any assurance, obligation, or guarantee of subsequent employment either on a part-time or full-time basis.

#### P. Faculty Professional Ethics

Pellissippi State Community College Faculty Council affirms acceptance of the Professional Ethics Statement that was approved by Committee B of the American Association of University Professors in June 1987.

"Professors, guided by a deep conviction of the worth and dignity of the advancement of knowledge, recognize the special responsibilities placed upon them. Their primary responsibility to their subject is to seek and to state the truth as they see it. To this end professors devote their energies to developing and improving their scholarly competence. They accept the obligation to exercise critical self-discipline and judgment in using, extending, and transmitting knowledge. They practice intellectual honesty. Although professors may follow subsidiary interests, these interests must never seriously hamper or compromise their freedom of inquiry.

As teachers, professors encourage the free pursuit of learning in their students. They hold before them the best scholarly and ethical standards of their discipline. Professors demonstrate respect for students as individuals and adhere to their proper roles as intellectual guides and counselors. Professors make every reasonable effort to foster honest academic conduct and to ensure that their evaluations of students reflect each student's true merit. They respect the confidential nature of the relationship between professor and student. They avoid any exploitation, harassment, or discriminatory treatment of students. They acknowledge significant academic or scholarly assistance from them. They protect their academic freedom.

As colleagues, professors have obligations that derive from common membership in the community of scholars. Professors do not discriminate against or harass colleagues. They respect and defend the free inquiry of associates. In the exchange of criticism and ideas professors show due respect for the opinions of others. Professors acknowledge academic debt and strive to be objective in their professional judgment of colleagues. Professors accept their share of faculty responsibility for the governance of their institution.

As members of an academic institution, professors seek above all to be effective teachers and scholars. Although professors observe the stated regulations of the institution, provided the regulations do not contravene academic freedom, they maintain their right to criticize and seek revision. Professors give due regard to their paramount responsibilities within their institution in determining the amount and character of work done outside it. When considering the interruption or termination of their service, professors recognize the effect of their decision upon the program of the institution and give due notice of their intentions.

As members of their community, professors have the rights and obligations of other citizens. Professors measure the urgency of these obligations in the light of their responsibilities to their subject, to their students, to their profession, and to their institution. When they speak or act as private persons they avoid creating the impression of speaking or acting for their college or university. As citizens engaged in a profession that depends upon freedom for its health and integrity, professors have a particular obligation to promote conditions of free inquiry and to further public understanding of academic freedom."

Q. Classroom Behavior

The instructor has the primary responsibility for control of classroom behavior and maintenance of academic integrity and should address classroom behavior issues with students as they occur. Instructors can order the temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or behavior violative of the general rules and regulations of Pellissippi State. Extended or permanent exclusion from the classroom or further disciplinary action can be effected only through appropriate procedures of Pellissippi State. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are 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. Consult the current Pellissippi State Catalog for disciplinary offenses, sanctions and appeals.

Classroom conflict can be an opportunity for students to learn skills for resolving problems in a professional manner as preparation for using appropriate ways to resolve employer-employee disagreements. Instructors can provide role models to students for proper ways to resolve disputes. Both the audience in the classroom and the student with a dispute or problem can learn from classroom conflict when an instructor handles the situation professionally.

Instructors may report student behavior that is bizarre, threatening, abusive or otherwise worrisome to any member of the Behavioral Intervention Team (BIT). The BIT is composed of members from the following areas: academic, judicial, counseling, and security. The BIT will utilize all appropriate services to resolve the conflict. You can contact BIT at [bit@pstcc.edu](mailto:bit@pstcc.edu).

## II. INSTRUCTIONAL INFORMATION

### A. Philosophy and Goals

Pellissippi State offers a variety of educational opportunities to meet the needs of students with diverse backgrounds and interests. Academic and student support services are provided throughout the student's educational career to encourage academic achievement and personal growth. The College is especially committed to providing new students with experiences that recognize their unique and diverse needs and maximize their opportunities to succeed. This commitment is articulated in Pellissippi State's Statement of Philosophy for the First Year of College:

The faculty and staff at Pellissippi State Community College believe that the first-year experience is critically important as it provides the foundation for college success and lifelong learning. To best serve the unique needs of first-year students, we commit to the following:

- Facilitating new student transition to the college campus
- Providing high-quality instruction during the first year
- Establishing positive mentoring and advising relationships with beginning students
- Supporting a vibrant college culture where students experience and express diverse world-views
- Offering a comprehensive range of activities and opportunities to enhance learning and personal growth
- Evaluating the results of our efforts addressing first-year student needs.

In providing first-year students exceptional opportunities for growth and involvement, we believe they will connect more deeply with the college community, achieve their academic goals, and gain a clearer, fuller vision of their lifetime direction.

Each of the College's programs is built on a set of educational goals. In addition to program-specific goals, the College expects that all students will be provided a strong general education. College curricula and supporting activities are designed to enhance personal and professional success by developing knowledge and skills in the areas of communication, humanities/fine arts, social/behavioral sciences, history, natural sciences, mathematics and technological literacy. Goals for student learning in each of these areas have been developed in conjunction with other Tennessee Board of Regents (TBR) institutions and the TBR system. These include:

1. Communication Enhance the effective use of the English language essential to success in school and in the world by way of learning to read and listen critically and to write and speak thoughtfully, clearly, coherently, and persuasively.
2. Humanities/Fine Arts Enhance the understanding of students who, as citizens and educated members of their communities, need to know and appreciate their own human cultural heritage and its development in a historical and global context.
3. Social/Behavioral Sciences Develop an understanding of self and the world by examining the content and processes used by social and behavioral sciences to discover, describe, explain, and predict human behavior and social systems; enhance knowledge of social and cultural institutions and the values of this society and other societies and cultures in the world; and understand the interdependent nature of the individual, family and society in shaping human behavior and determining quality of life.
4. History Develop an understanding of the present that is informed by an awareness of past heritages, including the complex and interdependent relationships between cultures and societies.
5. Natural Sciences Enhances abilities to define and solve problems, reason with an open mind, think critically and creatively, suspend judgment and make decisions that may have local or global significance.
6. Mathematics Expand understanding of mathematics beyond the entry-level requirements for college and extend knowledge through relevant mathematical modeling with applications, problem solving, critical thinking skills, and use of appropriate technologies.
7. Technological Literacy Understand the role of technology in society and possess the skills necessary to adapt to changing computer and information technologies.

### B. Program Coordinator/Lead Teacher

Lead teachers are full-time faculty members who have the responsibility for the design and development of specific courses. Operational responsibilities for lead teachers include providing reference information and instructional aids and reviewing instructional plans and outcomes with other instructors of their assigned courses. In addition, program coordinators or lead teachers can provide guidance for working with students who have special interests or problems.

C. Master and Class Syllabi

The master syllabus describes the course objectives, instructional processes, expectations for student performance, content, instructional schedule, and plan of evaluation. This document presents the general plan of study for the semester and serves as a primary reference for the development of the class syllabus provided by the instructor to assist students in understanding the purpose and direction of the course, evaluate their progress and prepare for class. Master syllabi and syllabus development resources are posted at <http://www.pstcc.edu/departments/adv/syllabi/>

Adjunct and full-time faculty members are required to develop a class syllabus to be submitted to the dean prior to the first class (except in the Business and Computer Technology Department). The syllabus should be distributed and thoroughly reviewed with students during the first class meeting.

D. Textbook and Supplies

The lead teacher, program coordinator, or dean will supply each faculty member with a copy of required texts, a master syllabus for each assigned course, and a roll book. Incidental supplies (e.g. pens, notebooks, etc.) are available from the academic department office.

The instructor is required to use the textbook(s) specified on the syllabus as the main text(s) for the course. Supplemental texts may be assigned if they are readily available to students through Library Services or duplication that adheres to copyright laws.

E. Support and Communication

Each academic department has its own guidelines for clerical assistance in producing tests and other handouts. Computer accounts are provided for all faculty to produce their own documents, to communicate by e-mail with College personnel, to submit reports, and to access the Internet. All full-time and adjunct faculty members are required to check e-mail periodically. Training sessions for word processing, e-mail, attendance reporting and the Internet are available periodically throughout the academic year.

Access to computers and printers varies with location. At the Pellissippi Campus, the dean or departmental office personnel can identify the most convenient computers and printers. At Division Street, Blount County, and Magnolia Avenue, faculty should contact the dean/assistant dean in the central office for access information.

F. Keys

Many general lecture classrooms at Pellissippi Campus, Blount County, Division Street, and Magnolia Avenue are unlocked Monday through Friday. Adjuncts may request a general classroom key through their dean; this key will also unlock some general adjunct offices. For security purposes, labs and general lecture classrooms with instructor workstations are locked when an instructor or a lab assistant is not present. Adjunct faculty teaching labs and classrooms equipped with computers should request a key from the program coordinator or dean; until a key is issued, faculty must make arrangements with the program coordinator or dean. Adjunct faculty members who are issued keys are required to return them at the end of each semester.

For emergency entrance into locked rooms, faculty should contact security, the evening coordinator or a campus administrator (the dean/assistant dean in the central office at Blount County, Division Street, and Magnolia Avenue; the dean or the program coordinator at the Pellissippi Campus).

G. Reporting Requirements

All members of Pellissippi State faculty are required to keep records of class attendance and student performance and to participate in college-wide data-gathering efforts designed to improve instruction and service to students.

Attendance should be taken each period the course meets. Federal financial aid regulations require that each instructor report attendance at intervals specified by the College. Reports are submitted via Pellissippi State's Web site; instructions are provided by e-mail each semester. Grade books, which include attendance records, should be turned into the department office at the end of each semester.

For planning and evaluation purposes, the College periodically requests that faculty gather information from students. Surveys and other requests are delivered to faculty mailboxes and should be completed as indicated by the instructions provided.

H. Library Services

Library Services supports the College's mission and instructional program by facilitating teaching and learning. Services and resources provided are designed to enhance the learning environment and to empower individuals for

effective lifelong learning. Library Services encourages the academic and cultural growth of its users, and believes that its priority is fostering student achievement and intellectual curiosity. To support this aim, the library staff actively collaborates with faculty to ensure that the College's curricular areas are well supported by the library's collections and services.

Funds for the purchase of all print and non-print materials for all campus locations are placed in the Library Services budget. The selection of materials is a joint responsibility of the librarians and faculty members of the departments of instruction. Faculty and adjunct faculty are encouraged to recommend materials in support of their teaching activities. Faculty requests receive priority when purchasing materials. Materials are selected for inclusion in the Library's collection primarily on the basis of suitability of the materials to meet curricular needs of the individual departments of the College. The Library compiles a monthly listing of book and other materials added to the collection. This is available on the Library's web site <http://www.pstcc.edu/library/>.

Research and enrichment resources are available at all site campus locations including Blount County, Division Street and Magnolia Avenue. Faculty needing instructional assistance may contact the Library Reference Desk or the ERC Coordinator. On-line resources are available at the Library's web-site <http://www.pstcc.edu/library/>.

The Library is located on the first and second floors of the ERC Building at the Pellissippi Campus. The circulation desk, reserve room, and reference areas are located on the first floor. The second floor contains the Library's circulating collection of approximately 70,000 books, along with quiet seating areas and group study rooms for student use. At site locations, Library resources are housed and services are provided in the ERC at each location.

### 1. On-Line Catalog and Online Databases

The on-line catalog is available in the library at the Pellissippi Campus, and in the ERC at all site campus locations. Access to the Library's catalog is also available from the Library's website at <http://lib.pstcc.edu/books/>. The on-line catalog provides access to books, eBooks, periodical titles, video and sound recordings. It also provides 24/7 access to over 50,000 electronic books. Please see #6, "Ordering Library Materials," to recommend materials for the collection.

Access to the Library's online databases is available at <http://lib.pstcc.edu/databases>. The Library subscribes to electronic databases that provide access to full text periodical titles in a variety of subject areas, to newspapers, digital encyclopedias and dictionaries. Your email username and password enable off campus access to the Library's online resources. Subject Guides are available online, they provide an excellent starting point for research. Find them at <http://libguides.pstcc.edu/>.

### 2. Hours

Library hours and hours for the ERCs at site campus locations are posted at each location. Hours are also posted on the Library's Web page [http://lib.pstcc.edu/about\\_library/](http://lib.pstcc.edu/about_library/). The Library is closed for official College holidays. When classes are not in session, hours of operation may vary. To inquire about Library hours during breaks when classes are not in session, call the circulation desk or check the hours posted on the Web page.

### 3. Circulation of Materials

Books for general circulation are checked out to adjunct faculty, staff and students for two weeks; they may be renewed if a "hold" has not been placed on the material. Full-time faculty may check books out for a semester. Materials may be renewed by calling the Library's circulation desk.

Back issues of periodicals may be checked out for three days. The most current issues of periodicals may not be checked out. Periodicals may not be renewed, to ensure that these most recently published materials are accessible to the maximum number of users.

Reference materials are for use in the Library only. Copiers are available to photocopy needed materials. All materials are subject to recall. Overdue notices are sent as a courtesy. The first two notices are sent to borrower's PSCC email accounts. It is the borrower's responsibility to return or renew materials by the date indicated during checkout. There are no daily overdue fees; however, after two notices and a bill warning, all users, including students, adjunct faculty, regular faculty and staff are billed the replacement cost of the item plus a non-refundable administrative fee of \$15 per book or \$5 per periodical or non-catalogued paperback. If the material is returned after the bill is processed, a credit memo in the amount of the replacement cost only will be sent to the Business office. Processing fees will still be owed.

#### 4. Reserves

Reserve desk services are available at the Library at Pellissippi Campus and in the ERC at site campus locations. An instructor may request that materials be placed on reserve for the use of specific classes. Reserve requests and materials to be placed on reserve should be delivered to the Library Services circulation desk for courses offered at the Pellissippi Campus, or to the ERC service desk at the location offering the course at site campus locations. The request must include the class name and number, the instructor's name, loan period desired and specific instructions for its use. Instructors teaching at site campus locations may contact the circulation librarian at the Pellissippi campus or the ERC coordinator at the site for information about requesting books from the Library's collection for reserve at your location for the semester. Please allow 24 hours for processing of materials. Photocopied materials will be accepted for reserve and retained on reserve in compliance with copyright law. Please contact the circulation librarian for further information regarding the Library's reserve policies or copyright issues pertaining to reserve materials. Materials will be removed from reserve at the end of each semester unless the instructor provides notice to continue holding the materials on reserve. Request for continued placement of materials on reserve must meet copyright and fair use provisions of the copyright law. For further information, please call the circulation desk, or your satellite campus ERC.

#### 5. Reference Service and Library Instruction

The Library's reference desk at Pellissippi Campus is staffed 8 a.m. until closing Monday through Friday and 10 a.m. until closing on Saturday during fall and spring semesters. Hours are adjusted during summer sessions and may vary during interim periods and breaks. Reference service is available to all users from any campus location and from home. Call or visit the reference desk for assistance. Assistance is also accessible via the AskRef Web page, AskRef Live (chat), and the TextALibrarian (texting) services available via the Library's web site: <http://lib.pstcc.edu/askref/>.

Reference services include answering reference queries, assisting users with their research projects, developing subject specific bibliographies, and providing Library instruction to classes at instructor's request for any College location. The Library houses a current reference collection consisting of approximately 7,000 volumes, including encyclopedias, dictionaries, directories and other resources pertaining to all areas of the College curriculum. A current core reference collection is also maintained at site campus ERCs. Electronic Reference database collections are available online.

Instructors who wish to schedule information literacy instruction at any of the College's campus locations may contact the Pellissippi Campus library reference desk. Please provide some advanced notice to allow for preparation time and coordination of space and other instructional activities. Please provide information about the nature of the assignment, the desired learning outcomes, and approximate class size so that handouts can be prepared.

In addition to formal instruction, information literacy tutorials are available at the Library's Web site. Tutorials include information about conducting research, learning objects on the use of specific databases and guides on MLA and APA citation: <http://lib.pstcc.edu/researchguides>. Students taking ENGL 1010 also participate in a Library Information Literacy component that includes a class session, a D2L tutorial, online quizzes and assignment. The ENGL 1010 instructor can contact the Reference Desk to schedule this activity.

#### 6. Ordering Library Materials

Instructors, including adjunct faculty, are encouraged to participate in the selection of books, periodicals and other appropriate materials for the Library's collection. Your expertise is an important, primary resource to ensure that the Library has current materials in all academic areas of the College's curriculum for student research and enrichment activities. Materials are selected primarily on the basis of their suitability to meet the curricular needs of the College.

Instructors' requests for books receive priority and are processed on a continuous basis. Periodical requests are reviewed to ascertain compatibility with the College's curriculum, cost, and checked if available in full text via the Library's databases. To place book, periodical or video orders, contact the librarian handling collection development in your subject area or the acquisitions/collection development librarian. See [http://lib.pstcc.edu/faculty\\_services](http://lib.pstcc.edu/faculty_services) for a listing of Library liaisons and library materials request forms to fill out. Be sure to include your name should you wish to be notified once the item has been processed. Also, please indicate if an order is a rush order needed for an upcoming semester.

Interlibrary Loan: Books and periodicals not owned by the Library and not available at UTK, but needed to complete research projects can be requested via interlibrary loan. Enrolled students and all faculty and staff can request interlibrary loan services. Interlibrary loan requests can be made in person or from the Library's web site at

<http://lib.pstcc.edu/circ>; then select the "Interlibrary Loan" tab. Please allow 2-3 weeks for delivery of requested items. For further information contact the circulation desk.

Gifts: The same selection standards apply to gifts as to other materials in the Library's collections. The Library welcomes and encourages gifts of material; however, it reserves the right to make appropriate disposition of materials given to the College.

#### 7. Borrowing Privileges at Other Libraries

Pellissippi State faculty, adjunct faculty, staff, and students have borrowing privileges at participating TBR and UT libraries. Borrowers are expected to comply with the lending library's loan policies and are responsible for lost, damaged or overdue materials.

TBR/UT borrower's cards are available at the Library circulation desk at Pellissippi Campus and at the ERC service desk at the site campus locations. The cards are available to currently enrolled students and currently employed faculty, adjunct faculty and staff only. Students not enrolled and adjunct faculty not employed during summer sessions are ineligible for a TBR/UT borrower's card during the summer. A valid Pellissippi I.D. and a photo I.D. are required for issuance of a borrower's card. For further information contact the circulation desk (694-6516).

#### 8. Library Services at Site Campus Locations

Students and faculty at other campus locations are invited to use the Pellissippi Campus library. In addition, library services are provided via the ERCs at all site campus locations. Library Services also have a formal agreement with the Blount County Public Library and provide the Blount County Library with a per-student fee for service to ascertain that students at Blount County are provided additional in-depth library services. Faculty and adjunct faculty are encouraged to make specific requests for purchases of books and for services by the Blount County Public Library to support their courses.

At each site, a current core reference collection is available to encourage student research and enrichment activities. A representative selection of books from the circulating collection is available to facilitate the experience of browsing. Subscriptions to a select number of popular magazines, journals and local newspapers are also available. The on-line catalog can be searched for books from the Pellissippi State collection and books can be requested for delivery within 24 - 48 hours. Electronic resources, most full-text, may be accessed in the ERCs at campus sites. Online resources are also accessible from home or other locations via the Library Web page. Interlibrary loan services are also available.

At site locations housing unique degree or certificate programs, the ERC houses circulating materials, reference materials, and periodical subscriptions in support of those programs. The Pellissippi State library staff welcomes your questions and suggestions concerning the provision of services. Please call or send an email to the director of Library Services ([pnerzak@pstcc.edu](mailto:pnerzak@pstcc.edu)) in regard to your recommendations or questions.

### Educational Technology Services Center

#### Services Available

A wide variety of services are available in the Educational Technology Services Center. Professional personnel are available to assist patrons with special needs and creative ideas. To ensure that patrons receive a timely response, advance notice must be given for some services. An Educational Technology Services Center Service Request must be completed for some services (setting up equipment in the auditorium or cafeteria, arranging equipment for off-campus use, choral concert support, and other equipment that is to be used in the CPAC). To ensure that requests are received and scheduled, an Educational Technology Services Center Service Request must be sent to the Educational Technology Services Center by the requestor.

##### A. Audiovisual Equipment

Audiovisual equipment may be checked out for classroom use or college-related use off-campus. The following types of equipment are available:

laptops	multimedia projectors
DVD players	CD players
digital cameras	broadband aircard

#### B. Video Services

The College has limited professional video services available for faculty. Faculty can check out portable digital camcorders to record their classroom presentations. The Faculty Multimedia Studio has basic editing software for faculty media projects. More professional productions can be scheduled with ETS staff; however, these activities take time and require coordination and must be scheduled as far in advance as possible. Telecourses and semester-long courses and tutorials developed by PSCC instructors must be scheduled one semester in advance of when the course will be taught and must be coordinated through the Master Control Room staff.

#### C. Graphic Services/Presentation Services

Media personnel are available to assist faculty with graphics production related to instructional use. ETS staff can help faculty organize and develop presentations. Advance notice is also required for this service.

#### D. Teleconferences

Pellissippi State has the capability to receive teleconferences broadcast on KU and C bands. Arrangements for teleconferences must be made in advance and should be submitted on an Educational Technology Services Center request form.

The Educational Technology Services Center can record programs broadcast over satellite transmission if copyright permissions allow for recording of the programming.

#### E. Media Collection

Educational Technology Services maintains an extensive video and DVD collection for faculty use. Faculty and staff may check out materials for college-related use. Students cannot check out media materials; however, faculty may check out materials for student use. Faculty will be responsible for returning these materials in a timely manner.

The Educational Technology Services Center closely adheres to copyright laws. Some companies allow us to make archival copies of materials but some do not grant this privilege. The same video title cannot be used at three locations at the same time because this violates copyright law. Copies of multimedia materials will be made only after the Educational Technology Services Center has received written approval from the producer/vendor of the multimedia/video/CD.

#### F. Media Collection Requests

Educational Technology Services maintains an extensive video, DVD, and telecourse collection. Funds are allocated annually for adding to this collection. Faculty may request that additional titles be added to the video collection by making these requests to the director of Educational Technology Services.

#### G. Distance Learning Services

Educational Technology Services personnel are available to help faculty plan for two-way audio/video courses, telecourses, and web courses. Services include course re-design, training on the use of technology, D2L training, telecourse production, telecourse preview, and multimedia development.

### Usage Regulations

#### A. Use of Audiovisual Equipment in Classrooms/Labs

A request to use audiovisual equipment in classrooms/labs should be communicated to Educational Technology Services Center personnel in advance of the need. This will ensure availability of equipment and maintenance of the equipment. Staff are unable to deliver equipment to classrooms/labs; however, faculty may come to the Educational Technology Services Center to check out equipment. Educational Technology Services Center personnel will provide operating instructions for faculty and staff who are unfamiliar with the equipment. The location where the equipment will be used and the time the equipment will be returned should be noted with the request. Equipment must be returned on the same day it is checked out unless other arrangements are approved. Equipment must be returned to the Educational Technology Services Center at the specified time. Failure to return equipment creates problems for other faculty members who have reserved the equipment. Audiovisual equipment and materials are available for evening use through advanced reservation and notice. The Educational Technology Services Center staff checks the reservation request sheets and prepares equipment and/or materials reserved for the evening before leaving each day. If the equipment and/or materials will be returned after 7:00 p.m. the user must go

to the Security Office in the Goins Building for an escort to the Educational Technology Services area where the materials can be stored securely.

B. Use of the Multimedia Consoles in the Classroom

Most classrooms and labs are equipped with a multimedia console installed and supported by the Educational Technology Services Center. This console provides for projected images from computers, document cameras, DVD players, VHS players and other media devices. Instructions for operating the consoles are located in each classroom as well as on the ETS web site.

C. Use of the Digital Signage system

Educational Technology Services maintains the Digital Signage system for the college. Messages and announcements can also be shown college-wide as well as sent to specific campuses or buildings at the Pellissippi campus. The director of Marketing & Communications must approve announcements before displaying on the system. To allow for the approval process and signage design, all announcements must be requested at least three (3) days in advance via an online form provided by Marketing & Communications department at <http://www.pstcc.edu/mc/event.html>.

Network and Technical Services Department

The Network and Technical Services Department is responsible for providing computer support services to the College. The support services offered encompass a range of activities which include the following:

1. Maintaining and upgrading computing equipment in computer labs; maintaining computing equipment in offices
2. Maintaining a Helpdesk and providing for software support in open labs
3. Providing operating supplies such as toner for the computer labs
4. Managing computer accounts on the College computer systems

The Information Technology Support Center is the contact point for Network and Technical Services. For computer support contact the Helpdesk by phone (694-6537) or by sending an e-mail to HELPDESK.

Services for Site Campus Locations

Library, ETS, and Learning and Testing Center (LTC) services are available at site campus locations. To ascertain which services are available check with the ERC coordinator at your site or with Educational Technology Services, the Learning and Testing Center staff, or the Library Services staff.

Site campus ERCs have audiovisual and computer equipment available. Faculty needing to use audiovisual material should contact the ETS a minimum of three working days in advance for the material to arrive via the campus courier. Be sure to return the material via the campus courier service as soon as possible for its continued availability and use. Faculty may come to the Pellissippi Campus to pick up material at the ETS counter (Goins 242) if preferred. The use of audiovisual and computer software must comply with federal copyright laws and contractual licensing agreements.

Students and faculty at other campus locations are invited to use the Pellissippi Campus library without restrictions. In addition, the library's on-line catalog may be accessed from all site campus ERCs. It is also available from the library's web page at <http://www.pstcc.edu/library/catalog.htm>. Books and periodical articles may be requested for local delivery within 24 - 48 hours to your site location via the campus courier service. Faculty teaching at other sites may contact the circulation librarian at the Pellissippi campus library, or the ERC coordinator at their site for information about requesting items from the library's collection for use at their location for the semester.

The library's on-line periodical databases are available at each campus in the ERC. Many of these on-line databases are also available from your user account and from the library's Web Pages. The InfoTrac Academic ASAP and Business ASAP periodical databases include access to over 900 and 460 full text journals. Their full text contents are available for immediate printing at your site or from your computer at home. Copies of periodical articles available at the library at the Pellissippi Campus may be requested via the campus courier service for delivery within 24-48 hours. Other resources including full text information in literature, history, business and science are also available online at <http://www.pstcc.edu/library/online.html>.

Faculty, adjunct faculty, students and staff have borrowing privileges at participating UT and TBR libraries. TBR/UT borrower cards are available in the ERC at site campus locations. Borrowers using this service agree to comply with the policies of the lending library and are responsible for lost, damaged, or overdue materials.

### 1. Blount County

The Blount County Educational Resources Center (ERC) offers personal computers, laser printers, scanners, a copier, and open computer labs for students, faculty and staff. The ERC serves as the media resource center for Blount County. Faculty should call to reserve A/V equipment for classroom use.

The Learning and Testing Center provides free tutorial services to students in a variety of subject areas through the ERC. Hours during the fall and spring semesters are Monday-Thursday, 8:00 a.m.-7:30 p.m., and Friday, 8:00 a.m.-4:00 p.m. The Blount County ERC is closed during semester breaks. Contact the ERC for hours during summer sessions or access the library web pages at <http://lcmspublic.pstcc.edu/library/>.

Library Services provide the Blount County ERC with a number of important services and research tools on-site and has made provisions for additional services for students at Blount County with the Blount County Public Library. Subscriptions to a select number of popular magazines, journals and local newspapers are also available.

A circulating collection is available to enable browsing for research and enrichment. The on-line catalog can be searched for accessing additional books from the Pellissippi State library collection for delivery within 24 - 48 hours by campus mail. The Academic OneFile and Business Decision Academic periodical databases are also available in addition to over 60 online databases located at <http://lcmspublic.pstcc.edu/library/articles/dbaz.php>. Many of the articles are full-text and, therefore, available for immediate printing. Please consult the Blount County ERC staff for information on how to use these services on-site. Interlibrary loan services are also available.

The Pellissippi State library staff welcomes your questions and suggestions concerning the provision of services at the Blount County ERC. Please call or send an email to the director of Library Services ([pnerzak@pstcc.edu](mailto:pnerzak@pstcc.edu)) in regard to your recommendations.

### 2. Division Street

The Division Street Educational Resources Center (ERC) consists of a library collection designed to support the academic programs and the general educational needs of students located on the Division Street Campus in Room 208. The Learning and Testing Center provides tutorial and testing services in the ERC. Laser printers, a copier, a scanner, and a computer lab for student, staff, and faculty use are also available in the ERC.

Hours during fall and spring semester are Monday-Thursday, 8:00 a.m.-7:30 p.m. and Friday, 8:00 a.m.-4:00 p.m. The Division Street ERC is closed during semester breaks.

Library Services provide the Division Street ERC with a number of services and research tools on-site. A current core reference collection is available to encourage student research and enrichment activities. Subscriptions to a select number of popular magazines, journals and local newspapers are available.

A circulating collection is available to enable student browsing for research and enrichment. The on-line catalog can be searched for accessing additional books from the Pellissippi State library collection for delivery within 24-48 hours by campus mail. In addition, the Division Street ERC collection supports the paralegal studies and hospitality programs offered at Division Street. The Academic OneFile and Business Decision Academic periodical databases also are available, in addition to over 60 online databases located at <http://lcmspublic.pstcc.edu/library/articles/dbaz.php>. Many of the articles are full-text and, therefore, available for immediate printing. Please consult the Division Street ERC staff for information on how to use these services on-site. Interlibrary loan services also are available.

The Pellissippi State library staff welcomes your questions and suggestions concerning the provision of services at the Division Street ERC. Please call or send an email to the director of Library Services ([pnerzak@pstcc.edu](mailto:pnerzak@pstcc.edu)) in regard to your recommendations.

### 3. Magnolia Avenue

The Magnolia Avenue Educational Resources Center (ERC) consists of a library collection. The Learning and Testing Center provides tutorial and testing services. Computers, laser printers, a copier and computers for student, staff, and faculty use are also available.

Hours during fall and spring semester are Monday-Thursday, 8:00 a.m.-8:00 p.m. and Friday, 8:00 a.m.-4:00 p.m. The Magnolia Avenue ERC may be closed during semester breaks. Contact the Magnolia Avenue ERC Coordinator for hours during summer sessions, or semester breaks, or access the library web pages at <http://www.pstcc.edu/library> and select "Hours."

Library Services provide the Magnolia Avenue ERC with a number of services and research tools on-site. A current core reference collection is available to encourage student research and enrichment activities.

Subscriptions to a select number of popular magazines, journals and local newspapers are available.

A small circulating collection is available to enable student browsing for research and enrichment. The on-line catalog can be searched for accessing additional books from the Pellissippi State library collection for delivery within 24-48 hours. The InfoTrac Academic ASAP and Business ASAP periodical databases are also available. Many of the articles are full-text and, therefore, available for immediate printing. Articles not available as full-text, but housed at the Pellissippi Campus, may be requested for delivery to the Magnolia Avenue ERC within 24 - 48 hours. Interlibrary loan services are also available.

Over 40 subject specific on-line databases and a variety of CD ROM reference databases in literature and biography are provided at the Magnolia Avenue ERC for student use. Please consult the Magnolia Avenue ERC staff for information on how to use these services on-site.

The Pellissippi State library staff welcomes your questions and suggestions concerning the provision of services at the Magnolia Avenue ERC. Please call or send an email to the director of Library Services (pnerzak@pstcc.edu) in regard to your recommendations.

Site Campus Access to Research Resources: A diverse set of research resources are available on-line from the library's web pages at <http://www.pstcc.edu/library>. These include the library's on-line catalog; InfoTrac's Expanded Academic ASAP and Business Company ASAP, providing indexing and abstracting more than 2,000 periodical titles, with full text coverage of more than 900 and 460 titles respectively. Due to the Library's contractual agreement, access from home to online databases is limited to students, faculty, and staff of Pellissippi State, and requires entering your Pellissippi username and password as prompted.

#### D. Distance Learning

Pellissippi State's distance learning offerings provide alternative learning opportunities for a large number of students. The distance learning system, or Two Way Audio Video (TWAV), is a wireless cable system used to deliver classes from the Pellissippi Campus to its satellite campuses in Blount and Knox counties. Students at "receive sites" are able to see and hear their instructor conducting class at the Pellissippi Campus. Instructors can hear and see their students at the receive sites and respond to their questions and comments. The College has offered TWAV classes in biology, chemistry, human anatomy, math, foreign language, nutrition, and office system technology.

The College also offers telecourses for regular credit. Telecourses are offered in two formats: (1) courses are broadcast on East Tennessee's public television stations on Saturdays and Sundays; or (2) courses are on DVD or videotape and are checked out during a required student orientation session.

Pellissippi State offers a variety of courses on the World Wide Web. For a complete listing of web courses visit the Web site [http://www.pstcc.edu/ets/dist\\_learn/index.html](http://www.pstcc.edu/ets/dist_learn/index.html).

#### E. Learning and Testing Center (LTC) – (located in ERC 330, Pellissippi Campus)

The Learning and Testing Center (LTC) offers: (1) academic support services, including personal tutoring, 24/7 online tutoring and writing services, instructional videos, computer tutorials, and more; (2) a comprehensive testing program; (3) adult education services, which includes basic and workplace skills, GED preparation, English as a second language classes, and TOEFL preparations. Adjunct faculty in English and Math may apply for a tutoring position in the LTC.

#### Academic Support Services (varies by location of center)

- Free tutoring in math, English/writing, statistics, chemistry, biology, physics, and more by College faculty and professional tutors (varies by location of Center);
- Computer tutorials in math, writing, study skills, etc.;
- Instructional video-tapes that correspond to classroom textbooks;
- College success booklets and grammar flyers;
- Computers and printers for e-mail and Microsoft Word and Microsoft Access;
- Group or individual study space; and
- CD collection for music students or easy listening.

Call 539-7079 for more information about academic support services.

#### Testing Programs – [www.pstcc.edu/learn](http://www.pstcc.edu/learn)

Several tests are administered through the Testing Centers, including college placement exams, GED tests, correspondence exams, make-up tests or distance education tests, certification exams (Prometric or ACT Work

Center exams) and more. The testing program for new students includes either the residual or national ACT test for students under 21 years of age or a college placement (ASSET) and/or confirmation exam for students 21 years of age and older. Students under 21 years of age are required to provide valid ACT/SAT test scores or take the ACT on campus. All entering students are assessed for placement purposes. Students who take the placement exam and do not need remedial or developmental courses may be admitted as regular admission students and enroll in college-level courses. Faculty may refer a student for testing and may require a student to undergo assessment before enrolling for a subsequent semester by sending a report of the student's learning needs to the Learning and Testing Center.

- GED Test

Adults who have not received a high school diploma and wish to apply for a certificate of equivalency may take the General Education Development (GED) Test at Pellissippi State. The GED test schedule and application form may be obtained from the LTC. Applicants must be 17 years of age to be eligible; proof of age and identity, preferably a current driver's license, must be furnished. Additional documents such as an age waiver or high school withdrawal form may also be required. The Adult Education program offers a free GED preparation program in the LTC at the Magnolia Avenue and Pellissippi Campuses. The GED test is given at the Pellissippi Campus by scheduling through the testing center.

- ACT Test

Pellissippi State serves as an area Test Center for the America College Testing Program (ACT). The ACT exam is administered on national test dates and residual test dates. There is no minimum score required for acceptance to the College; however, valid ACT scores (within the last three years) are required for entering students under 21 years of age. The Adult Education program provides free ACT preparation. The residual ACT is for in-house use only – scores do not transfer to other institutions and it cannot be used to qualify for the HOPE Scholarship.

- Placement Exams (Confirmation)

All persons seeking regular admission to a degree program are required by the Tennessee Board of Regents to undergo placement testing. The placement exam is used to assess English, reading, and math skill levels of incoming students and place students accordingly. See the current catalog for complete information. Students 21 years of age and older can choose to take the ASSET exam to place into college-level English and math courses. However, the Confirmation Test is used to ensure students are properly placed into Developmental Study Program (DSP) courses. New students with ACT subject scores below 19, with ASSET scores below college-level, and who do not have college-level transfer credits in Math or English must take the confirmation exam. Exam dates are scheduled each semester. Questions regarding DSP placement should be directed to the dean of Transitional Services.

- College Level Examination Program (CLEP), Advanced Placement (AP) and DANTES

Pellissippi State may grant credit for courses in which the student has demonstrated satisfactory achievement. Credit may be awarded as a result of performance on CLEP tests, DANTES tests, or Advanced Placement Tests. Check the testing center website for acceptable CLEP/DANTES scores and acceptable AP subject areas for college credit.

- Proficiency Testing (Credit by Examination)

Students may "challenge" a course to demonstrate satisfactory knowledge of the course content and to receive credit for the course. Applicants desiring to obtain credit by successfully completing departmentally designed examinations must enroll in the course, apply to the appropriate department and provide evidence of eligibility.

- Testing Center

Students who miss an exam in class, need extended testing time, are working under an independent study program or who are taking a video distance learning or www class may take the tests in the LTC. Available times are posted outside the Center door, on the LTC homepage, and on the authorization form. Instructors must send a copy of the test or test information to the Center prior to sending the student to take the test and

must complete the test authorization form, giving testing permission and guidelines. Authorization forms are available from departmental offices, on a password protected website, and the Center. Tests are administered in a supervised setting according to the guidelines listed by the instructor. Completed tests are picked up and signed for by the instructor.

- College BASE

The College BASE (CBASE) is administered to all graduates of associate degree programs to help Pellissippi State evaluate its academic programs. All graduates (excluding those with previous degrees or those with English as a second language) are required to take this three-hour general education test, which is administered two or three weeks before the end of each semester.

- Other Tests

Additional tests and inventories, such as high stakes certification exams, career/technical program exit tests, etc., may be scheduled through the year. See the current catalog or for further information the LTC website [www.pstcc.edu/learn](http://www.pstcc.edu/learn).

- Basic and Workplace Skills Preparation

The Adult Education Program will help adults improve their basic skills, develop skills for the workplace, prepare for the GED test, prepare for the college placement exams (ACT, ASSET, Confirmation), or learn the English language. Basic skills include math, reading, writing, communication, and computer literacy. Workplace skills development includes interpersonal communication, teamwork, listening, oral and written communication, job seeking skills, and resume writing. All Adult Education Program services are free.

### III. ADVISING AND REGISTRATION PROCEDURES

#### A. Admissions and Records

Students seeking admission to Pellissippi State to enroll in regular credit courses for a degree must comply with the following procedures:

- Complete an application for admission; this includes paying a nonrefundable application fee.
- Provide official academic transcripts and test results as applicable. All required documents should be received by Enrollment Services two weeks prior to the last day of registration.

#### B. New Student Advisement

New students make appointments for advising for their first semester classes at Pellissippi State through the Student Assistance Center. Faculty and center staff members work with students to reduce attrition rates and to orient new students to College life and activities. The center also provides information about transfer agreements with UTK and other four-year institutions.

#### C. Academic Advisement and Registration

Academic advising addresses students' needs, goals, and progress in their chosen curriculum. Any student enrolled at Pellissippi State may meet with an advisor in the Advising Center (GN 123) or request an assigned academic advisor. Advisors review current academic records for advisees and help them develop an academic plan for their work at Pellissippi State and for transfer to a four-year college or university. Advisors may be full-time faculty or other trained professionals.

Registration for each semester begins after midterm of the previous semester, so students have the opportunity to meet then with advisors, plan their classes for the next and subsequent semesters, and actually enroll in classes.

Students may apply for admission to Pellissippi State and take placement tests until one week before classes begin at the Pellissippi, Blount County, Division Street, or Magnolia Avenue campuses. During final registration days, normal office hours are extended so that day and evening students may have access to advisors and services (financial aid, fee payment, registration for classes). Registration is available through myPellissippi from 6:00 a.m. to 2:00 a.m., seven days a week from the date registration begins until classes begin.

D. Course Withdrawals

Students in college-level courses may withdraw from class and receive a full or partial fee refund according to the schedule published in the Student Enrollment Guide. Students may not withdraw from developmental courses unless approved by the program director.

Students who want to withdraw from a continuing education course offered through Business and Community Services should contact the divisional office at 694-6663.

#### **IV. STUDENT SERVICES**

Student Success & Enrollment Management (SSEM)

Student Success & Enrollment Management is a broad area of the college that touches the lives of every student from their initial application, through graduation and beyond. We serve various student needs in both cognitive and personal development areas of growth. Students have the major responsibility for managing their personal lives and for meeting the academic requirements and standards of the college. Student Success and Enrollment Management has the responsibility to assist them in realizing their goals and thereby maximizing their potential for success as both a student and a human being.

The vice president for Student Success & Enrollment Management oversees the administration of these diverse, but related functions. In addition, this office coordinates Academic Awards, Dean's List, Commencement and handles student disciplinary cases.

A. Counseling Services

Counselors offer academic, career, and personal counseling as well as personal development workshops and referral services. Counselors also advise students and provide information about transfer agreements with four-year colleges or universities. Students and faculty may take advantage of these programs through individual appointments, adjunct faculty referrals, admissions and advisement referrals, workshops, seminars, and general "walk-in" appointments.

A full-time counselor is available at each site campus one evening per week. To find the hours of operation at the site campus, please phone the site campus counselor or the campus office. The Counseling office at the Pellissippi Parkway campus is open Monday and Tuesday from 8:00 a.m. until 6:30 p.m. and Wednesday through Friday from 8:00 a.m. until 4:30 p.m. Additional services may be requested by calling the site campus counselor or the director of Counseling Services at (865) 694-6556.

B. Job Placement and Cooperative Education Services

Placement office personnel assist students and alumni in their job search for obtaining career positions. While some services of the Placement office are available to all Pellissippi State students, the first priority is assisting recent graduates of career/technical programs in the job search. Alumni files will be sent for positions requiring experienced personnel. The Placement office maintains contacts with representatives of business and industry, provides assistance with resumes, provides placement files for two-year technical degree graduates to companies, conducts career fairs, provides information on potential employers, and posts notices of jobs available to students at all Pellissippi State locations. Career/Technical candidates for graduation are encouraged to register with the Placement office by completing a placement packet or a status form. These candidates are required to have their Intent to Graduate form stamped by a Placement office staff member before submitting to their advisor.

Career/Technical graduates accepting employment, whether identified through the Placement office or through other means, are asked to furnish the following information for their permanent placement record: name of company, reporting date, reporting supervisor, geographic location, and starting salary. This confidential information is required for reporting to the Tennessee Higher Education Commission (THEC) for funding purposes.

The Cooperative Education Program is a plan designed to integrate classroom theory with practical work experience. Gaining work experience greatly facilitates the placement of students upon graduation. Students have specific periods of attendance at Pellissippi State and specific periods of employment. These paid work experiences are arranged in related career areas to the advantage of both the student and the employer. Students are eligible to participate in a cooperative education work experience after the completion of 15 or more of college-level courses in their major. Interested students should inquire one semester before the semester they desire to work. Additional information is available from the director of Placement. Please call (865) 694-6559.

C. Services for Students with Disabilities

Services for Students with Disabilities (SSWD) offers accommodation plans for students with documented disabilities, consultation with faculty and staff, arrangement of services and referrals to Vocational Rehabilitation and other community resources. Faculty are encouraged to contact SSWD staff for assistance and resources regarding: communication techniques, classroom behavior, appropriate methods to request note takers in classes, and more, when working with students who have physical and learning disabilities. Many helpful resources are also available on the SSWD website. Classroom accommodations for students with disabilities must be made by the program director or the coordinators. Faculty should refer students to Goins 134 for assistance or by phone (865) 539-7153. The Pellissippi Parkway Campus Services for Students with Disabilities office is staffed Monday through Friday, from 8:00 a.m. until 4:30 p.m. Assistance at each site campus is available by appointment.

D. Student Life and Recreation

The office of Student Life and Recreation provides students with opportunities for social, physical, and intellectual enhancement that will ensure a well-rounded and positive college experience. Students are encouraged to take advantage of offerings including leadership programs, student organizations, Student Activities Board, wellness programs, recreational activities, leadership learning opportunities, and special programs. Please call (865) 694-6555 for information.

The Student Recreation Center (SRC) was built in 1990 as a result of the efforts of the Student Government Association with the support of our Pellissippi State students. The facility is located on the Pellissippi Campus and offers a weight room, three indoor tennis courts and a multipurpose court for various activities. Outdoor tennis courts, a softball field, a multi-purpose field, racquetball court and a unique golf swing area and putting greens are available for students, faculty and staff use. The facilities are used for credit and non-credit as well as for student intramural programs and free-time use. Faculty and staff may use the SRC during free time for a sixteen-dollar (\$16) fee per semester. The payroll department will deduct this fee upon request, or the fee can be paid at the Cashier's office. Call the SRC at (865) 694-6576 for the hours of operation.

E. TRIO

The TRIO Student Support Services program is located on the Pellissippi Campus in ERC 218. The program offers a variety of support services for students including study skills development, peer tutoring, academic planning, financial aid resource exploration, cultural/social activities, and transfer assistance to a four-year college. The staff works closely with other departments on campus and assists students in locating college resources. The program is funded to serve 160 students who are seeking an associate, bachelors, or professional degree. To qualify a student may be a first-generation college student whose parents have not graduated from a four-year college, a limited income student who qualifies for federal financial assistance, or a student with physical or learning disabilities.

## V. EMERGENCIES

A. Security Services

Security personnel are on duty at the Pellissippi Campus 24 hours a day, 7 days a week and monitor security systems at the satellite campuses for the same period. Emergency procedures should be posted in each classroom.

B. Inclement Weather Policy

The president notifies local radio and television stations by 6:30 a.m. if day classes will not meet that day or if they will begin later than scheduled due to snow or ice conditions. The decision on evening classes will be made by 4:00 p.m. If the school closes due to inclement weather, classes at all locations are canceled.

C. Pellissippi Alerts

Pellissippi State Community College offers a free emergency alert text messaging service to students, faculty and staff. This optional service will only be used in the event of an on-campus emergency, an unscheduled college closing, or a delay or cancellation of classes due to, for instance, inclement weather. There is no charge for signing up; however, standard text messaging rates apply. The text messaging service is just one of the methods the college will use to communicate emergency information to students, faculty and staff. We will continue to use a variety of other methods as appropriate, including email, bullhorns/speakers and the college's web page. Pellissippi State gets you connected to emergency alerts and closings when you need them.

## VI. BLOUNT COUNTY CAMPUS

The faculty and staff at Blount County are committed to providing a quality educational experience for all its students. Therefore, the office staff offers typing, copying, and other services to accomplish the best teaching/learning environment. Full-time faculty are generally available for guidance and help.

Blount County Campus is located at 2731 W. Lamar Alexander Parkway in Friendsville. For assistance in locating the Campus or parking areas, call the administrative office. The operating hours are 8:00 a.m.-9:00 p.m. Monday -Thursday and 8:00 a.m.- 4:30 p.m. on Fridays during spring and fall semesters. Hours vary during summer sessions, semester breaks, and other times when classes are not scheduled.

### A. Adjunct Office

Shared office space is available for faculty in Room 244. Each office is equipped with a computer, printer access, a telephone, and file-drawer space. Reserve the office by signing the form on the door. Office hours should be printed on the syllabus as well.

### B. Administrative Office

The office for the campus secretary is Room 126. Forms and office supplies are available from the secretary. Adjunct contracts will be in the administrative office during the first week of classes unless other arrangements have been made with the dean. Contracts should be signed and returned to the secretary at once in order to meet payroll deadlines.

The assistant dean's office is Room 124. Faculty are encouraged to seek assistance in this office with questions regarding policies, procedures, and room assignments.

In case of unanticipated absences, class cancellation or planned field trips, call the Blount County main office, days or evenings. Instructors must inform the campus administrator or the evening secretary of such events and must also notify the lead instructor/dean/program coordinator.

### C. Bookstore

The Blount County bookstore is located in Room 103. Bookstore hours vary on certain days and are posted on campus each semester. Hours may be extended during registration.

### D. Business Office/Records Office

The Business office/Records office is Room 126. Payroll checks can be picked up in this office when requested to be sent to site campuses (picture ID required). Questions concerning payroll checks, as well as student schedules and accounts, should be directed to this office.

### E. Computer Resources

Software available on all College computers includes word processing, e-mail, Internet, student information system and a wide variety of other resources. Instructors are encouraged to check their e-mail accounts each time they are on campus for College-wide and departmental information, Blount County events and student communication. Please contact the Helpdesk or [Helpdesk@pstcc.edu](mailto:Helpdesk@pstcc.edu) for assistance.

### F. Duplication

Copiers are located in Room 115, in the ERC, and in the faculty work area. Faculty must have a code number to use the copy machines because copies are charged to academic departments. Codes can be obtained in the administrative office. Support staff are available to assist with copying and collating but reasonable notice must be given if a large amount of copying is needed.

### G. Learning and Testing Center

The Learning Center provides tutorial assistance in writing, math, and other subject areas. A variety of computer and audiovisual software are also available to help students. Math faculty in particular are encouraged to send their students to the Learning Center for tutoring assistance, especially at the developmental math level.

The Testing Center, located in Room 197, is available for make-up testing during fall and spring semesters. Hours are posted on the door. Faculty must deliver a completed Test Authorization Form to the Testing Center,

accompanied by the make-up test, prior to the student's make-up testing session. The College's placement test is also scheduled at Blount County.

H. Education Resources Center (ERC)

Library services, audiovisual services, and an open computer lab are managed by the Blount County Campus Educational Resources Center (ERC) coordinator. The ERC is located in Room 136.

A general reference collection and general interest reading materials are available. See section II, H-8, Library Services for Site Campus Locations for specific details on library services.

A variety of audiovisual equipment is available for faculty use. An overhead projector is available in every classroom/lab. A spare projection bulb should be stored in every overhead projector. The ERC staff can provide directions on how to change the bulb. Faculty need to notify the ERC staff when the spare bulb has been used. Televisions and VCR equipment are also available

I. Mail

Adjunct faculty are assigned mailboxes in Room 115 and are strongly advised to check their mailboxes on a regular basis. Intercampus mail should be deposited in the mailbag located in Room 115 by 9:30 a.m. The mail courier delivers intercampus mail to Blount County at approximately 10:00 a.m.

J. Parking

Adjunct faculty must have a staff parking decal displayed in their automobile. Decals can be obtained from the assistant dean's office. Tickets will be issued by security personnel for parking violations. Faculty should park in the staff lots.

K. Safety/Security

Emergency situations (such as fires, accidents, aggressive classroom disturbances, etc.) should be reported immediately to the administrative office. The college has developed procedures to handle safety/emergency situations for each campus. Security personnel are available on-site all hours that the campus is open for classes.

L. Telephones and Fax Machines

To access outside lines for Knoxville and adjacent counties, push 9 to get a dial tone, then enter the desired 7-digit number. For intercampus calls enter the last 4 digits of the extension number for all campuses. College telephone directories are available in the Adjunct office. There are two fax machines at Blount County; one is located in the ERC (fax number 981-5304) and one in the administrative offices (fax number 981-5307), available for your convenience.

## VII. DIVISION STREET CAMPUS

The Associate of Applied Science degrees for a Business Administration/Hospitality Concentration, Business Administration/Culinary Arts Concentration and Paralegal Studies are located at the Division Street Campus. General education courses for the Associate of Arts and Associate of Science degrees are offered at Division Street, in addition to courses required by articulation agreements with the University of Tennessee and various other universities and colleges. All developmental courses as well as English as a second language (ESL) are also offered at Division Street.

The campus is located at 3435 Division Street, adjacent to the Tennessee Technology Center at Knoxville. Campus operating hours are 7:30 a.m. to 9:30 p.m. Monday through Thursday and 7:30 a.m. to 4:30 p.m. on Friday. Hours vary during semester breaks and other times when classes are not scheduled. The campus does not operate during June and July and reopens the first business day in August.

The staff at Division Street is committed to providing a top quality educational experience for all of its students. This means that the staff has a very strong commitment to assist all faculty members in their teaching endeavors in order to provide an excellent teaching environment so that students can be successful learners. Faculty should not hesitate to ask the Division Street staff for any assistance they need or to point out to them any problems that need to be addressed.

A. Adjunct Office

Room 131 is the Adjunct Faculty office, where work tables, carrels, filing cabinets, and office equipment are available. A bulletin board is available in the hallway just outside this room; adjunct faculty are encouraged to post their office/teaching schedule on this board. Some office supplies are kept in this room. Please notify the administrative office when supplies need replenishing or when office equipment needs attention. When faculty need to meet with a student in a more private environment than is available in this room, please notify someone in the administrative office of this need and arrangements will be made.

B. Administrative Office

The campus secretary's office is located in Room 101. Forms and supplies are available in this office. Contracts are available in the administrative office during the first week of classes. Contracts must be signed and returned to department secretaries by payroll deadlines.

The assistant dean's office is located in Room 103. Faculty are encouraged to seek assistance in this office with any of their questions and problems regarding policies, procedures, and room assignments.

The evening secretary's office is located in Room 104. The evening secretary can assist faculty with their needs and also direct students to appropriate College resources.

In case of unanticipated absences, class cancellations or planned field trips, call the Division Street campus main office receptionist, day or evenings. Instructors must inform the campus administrator or the evening secretary (971-5200) of such events and notify the lead instructor/dean/program coordinator.

C. Bookstore

The Division Street Campus bookstore is located in the Tennessee Technology Center. Bookstore hours are posted on campus each semester. It is advisable to call the bookstore (637-7073) to confirm the hours during registration periods.

D. Business Office/Records Office

The Business office/Records office is located in Room 102. Questions concerning student accounts should be directed to this office. The telephone number is 971-5212. Payroll checks can be picked up in this office when requested to be sent to site campuses (picture ID required).

E. Computer Resources

Software available on all College computers includes word processing, e-mail, Internet, student information system and a wide variety of other resources. Instructors are encouraged to check their e-mail accounts regularly for College-wide and departmental information, Division Street campus events and student communication. Personal computers and laser printers are available in Room 131 for adjunct faculty use. Student work-study staff are also available.

F. Duplication

Copiers are located in Room 131 and 110. Faculty must have a code number to use the copy machines. Codes can be obtained in the administrative office. Copies are charged to academic departments. Support staff are available to assist with copying and collating but reasonable notice must be given if a large amount of copying is needed.

G. Educational Resources Center (ERC)

Library services, audiovisual services, tutorial services, testing center, and an open computer lab are managed by the Division Street Campus Educational Resources Center (ERC) coordinator. The ERC is located in Room 208.

The library provides supportive materials for the Hospitality and Paralegal Studies programs. A general reference collection and general interest reading materials are also available. See section II, H-8, Library Services for Site Campuses for specific details on library services.

A variety of audiovisual equipment is available for faculty use. An overhead projector is available in every classroom/lab. A spare projection bulb should be stored in every overhead projector. The ERC staff can provide directions on how to change the bulb. Faculty need to notify the ERC staff when the spare bulb has been used. Televisions, DVD, and VCR equipment are also available. AV equipment should be reserved ahead of time by calling 971-5215.

The Learning Center provides tutorial assistance in writing, math, foreign language, and other subject areas. A variety of computer and audiovisual software are also available to help students. Math faculty in particular are encouraged to send their students to the ERC (Room 208) for tutoring assistance, especially at the developmental math level.

The Testing Center, located in Room 215, is available for make-up testing during fall and spring semesters. Hours are posted on the door and on Division Street's home page. Faculty must deliver a completed Test Authorization Form to the Testing Center accompanied by the make-up test prior to the student's make-up testing session. The College's placement test is also scheduled at the Division Street Campus.

H. Mail

Adjunct faculty are assigned mailboxes in Room 131 and are encouraged to check their mailboxes on a regular basis. Intercampus mail should be deposited in the mailbag located in Room 110 by 11:30 a.m. The mail courier delivers intercampus mail to the Division Street Campus at approximately 12:00 p.m.

I. Parking

Adjunct faculty must have a staff parking decal displayed in their automobile. Decals can be obtained from the main office. Tickets will be issued by security personnel for parking violations. Faculty should park in the staff lots or the open parking lots located on Liberty Street. Students and faculty can request that security personnel accompany them to their car.

J. Safety/Security

Emergency situations (such as fires, accidents, aggressive classroom disturbances, etc.) should be reported immediately to the administrative office. The administrative office can be reached at 971-5238 during the day and evening. The college has developed procedures to handle safety/emergency situations for each campus. Security personnel are available on-site all hours that the campus is open for classes.

K. Telephones and Fax Machines

Telephones are available in Room 131. To access outside lines for Knoxville and adjacent counties, push 9 to get a dial tone, then enter the desired 7-digit number. For intercampus calls enter the last 4 digits of the extension number for all campuses. College telephone directories are available in the adjunct office. There are two fax machines on the Division Street campus, one is located in the ERC (fax number 971-5203) and one in the administrative office – Room 101 (fax number 971-5221), available for your convenience.

## VIII. MAGNOLIA AVENUE CAMPUS

Finding a location to serve the eastern section of the city and county has been a goal since 1988 when the College moved to the Pellissippi Parkway location. It is envisioned that Pellissippi State's Magnolia Avenue Campus will be a campus of choice--a place where intellect, diversity, community and culture are developed and celebrated. Like the College in general, the Magnolia Avenue site is an inviting place that strengthens and supports students and the community in meaningful ways.

The Pellissippi State Nursing Program will be housed at the Magnolia Avenue Campus beginning fall 2010. Teacher education and general education courses for Associate of Arts and Associate of Science degrees are also offered. In addition, courses required for articulation agreements with universities including the University of Tennessee and various four year colleges are taught at Magnolia Avenue.

The Magnolia Avenue Campus is located at 1610 Magnolia Avenue in Knoxville. Campus operating hours are 8:00 a.m. to 9:00 p.m. Monday through Thursday and 8:00 a.m. to 4:30 p.m. on Friday. Hours vary during semester breaks and other times when classes are not scheduled.

A. Adjunct Office

Room 104 is the Adjunct Faculty office, where work tables, carrels, filing cabinets, and office equipment are available. Some office supplies are kept in this room. Please notify the administrative office when supplies need replenishing or when office equipment needs attention.

Sometimes faculty may need to meet with a student in a more private environment than is available in this room. Notify someone in the administrative office of this need and arrangements will be made.

B. Administrative Office

The campus secretary's office is located in Room 103. Forms and supplies are available in this office. Contracts are available in the administrative office during the first week of classes. Contracts must be signed and returned to department secretaries by payroll deadlines.

The assistant dean's office is located in Room 102. Faculty are encouraged to seek assistance in this office with any of their questions and problems regarding policies, procedures, and room assignments.

The evening secretary's office is located in the main reception area. The evening secretary can assist faculty with their needs and also direct students to appropriate College resources.

In case of unanticipated absences, class cancellations or planned field trips, call the Magnolia Avenue main number at 329-3100. Instructors must inform the campus administrator or evening secretary and the lead instructor/dean/program coordinator of such events.

C. Bookstore

The Magnolia Avenue bookstore is located in Room 136. Bookstore hours are posted each semester. Hours may vary during registration periods.

D. Business Office/Records Office

The Business office/Records office is located in Room 107. Questions concerning student schedules and student accounts should be directed to this office.

E. Computer Resources

Computers and printers are available in the adjunct faculty office. Software available on all College computers includes word processing, email, Internet access, student information system, and a wide variety of other resources. Faculty are encouraged to check their email regularly for College-wide and departmental information, campus events, and student communication.

F. Duplication

Copiers are located in the mailroom and ERC. Faculty must have a code number to use the copy machines. Codes can be obtained in the administrative office. Copies are charged to academic departments. Support staff is available to assist with copying and collating, but reasonable notice must be given if a large amount of copying is needed.

G. Educational Resources Center (ERC)

Library services, audiovisual services, tutorial services, and ID photo services are managed by the ERC Coordinator. The ERC is located in Room 153. The open computer lab is located in Room 147.

The library provides a general reference collection and general interest reading materials. Supportive materials for the academic courses are also available. See section II, H-8, Library Services for Site Campus Locations for specific details on library services.

A variety of audiovisual equipment is available for faculty use. An instructor's station is available in every classroom/lab. In classrooms where an overhead projector is used, the ERC staff can provide directions on how to change the bulbs. The projector bulb is stored in every overhead. Faculty need to notify the ERC staff when the spare bulb has been used. Televisions and VCR equipment are also available.

H. Heart of Knoxville Career & Resource Center

The Heart of Knoxville Career & Resource Center works closely with the Placement office to assist students and alumni in their search for career-related positions and/or a general job search. Students can conveniently register and submit placement packets through our office to register with the Placement office. We post available jobs, make referrals to employers, sponsor job fairs twice a year, and conduct career readiness workshops regularly. Other services available include resume development and review, career assessments, mock interviews, and basic computer skills training.

I. The Learning and Testing Center

Tutorial assistance with math, writing, and other subject areas is available. A variety of computer and audiovisual software are also available to help students. Faculty are encouraged to send students to the Learning Center (Room 136) for tutoring assistance; tutoring is provided for Mathematics, Reading, and English and at times

Biology and Spanish. The Testing Center, located in Room 148, is available for make-up testing during fall and spring semesters. Hours are posted on the door. The College's placement test is also scheduled at the Magnolia Avenue Campus.

Faculty must deliver a completed Test Authorization Form and the test to the Testing Center technician prior to the student's make-up testing session.

J. Mail

Adjunct faculty are assigned mail boxes in the mailroom and are encouraged to check their mail boxes on a regular basis. Intercampus mail should be deposited in the mailbag located in the mailroom by 10:30 a.m. The mail courier delivers intercampus mail to Magnolia Avenue at approximately 11:00 a.m.

K. Parking

Adjunct faculty must have a staff parking decal displayed in their automobile. Decals can be obtained from the main office. Tickets will be issued by security personnel for parking violations.

L. Safety/Security

Emergency situations (such as fires, accidents, aggressive classroom disturbances, etc.) should be reported immediately to the administrative office. The College has developed procedures to handle safety/emergency situations for each campus. Security personnel are available on-site all hours that the campus is open for classes.

M. Telephones and Fax Machines

Telephones are available in the adjunct faculty office. To access outside lines for Knoxville and adjacent counties, push 9 to get a dial tone and then enter the desired 7-digit number. To call the Pellissippi campus enter the last 4 digits of the number. To call a number at the Magnolia Avenue, enter the last 4 digits of the extension number. College telephone directories are available in the adjunct faculty office. There are two fax machines at the Magnolia Avenue Campus--one is located in the ERC (fax number 329-3115) and one in the administration office (fax number 329-3106)--available for your convenience.

**PELLISSIPPI STATE COMMUNITY COLLEGE  
STUDENT PERCEPTION OF FACULTY: INSTRUMENT**

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Not Sure/NA</b>
1. Overall, how would you rate the instructor's effectiveness?	()	()	()	()	()
2. Overall, how would you rate the course?	()	()	()	()	()

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	<b>Almost Always</b>	<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Not Sure/NA</b>
<b>3. The instructor</b>						
- is prepared for class	()	()	()	()	()	()
- demonstrates knowledge of the subject.	()	()	()	()	()	()
- expresses idea clearly.	()	()	()	()	()	()
- follows the syllabus.	()	()	()	()	()	()
- provides specific grading procedures and policies.	()	()	()	()	()	()
- clarifies course content when students do not understand.	()	()	()	()	()	()
- makes assignments supportive of course content.	()	()	()	()	()	()
- gives tests reflective of course content.	()	()	()	()	()	()
- provides useful feedback.	()	()	()	()	()	()
- is available for help during posted office hours.	()	()	()	()	()	()
- encourages student participation.	()	()	()	()	()	()
- returns assignments and/or tests within two weeks.	()	()	()	()	()	()

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	<b>A Great Deal</b>	<b>Quite a Bit</b>	<b>A Fair Amount</b>	<b>A Little</b>	<b>Very Little</b>
4. Overall, how much have you learned from this instructor?	()	()	()	()	()

	<b>Definitely Sure</b>	<b>Probably Yes</b>	<b>Probably Not</b>	<b>Definitely Not</b>	<b>Not Sure</b>
5. Would you recommend this instructor to another student?	()	()	()	()	()

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	<b>Yes</b>	<b>No</b>	<b>I Was Not Present</b>
6. Did the instructor review the syllabus at the beginning of the semester?	()	()	()

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COMMENTS:

## QUICK REFERENCE LIST

### Executive Staff

President: Anthony Wise.....	694-6616
Interim Vice President of Academic Affairs: Lois Reynolds .....	694-6523
Vice President of Information Services: Jerry Bryan .....	539-7198
Vice President of Business & Finance: Ron Kesterson.....	694-6608
Vice President of College Advancement: Peggy Wilson .....	694-6525
Vice President of Student Affairs: Rebecca Ashford .....	694-6552
Executive Director of Workforce Development: Teri Brahams.....	694-6476

### Important Numbers

Accounts Payable .....	694-6602
Admissions.....	694-6568
Affirmative Action Office .....	694-6607
Blount County Assistant Dean .....	981-5302
Blount County Bookstore.....	981-5311
Blount County Main Office.....	681-1064
Bookstore (Pellissippi Campus).....	694-6642
Business & Community Services .....	539-7167
Call Center (Pellissippi Campus) .....	694-6400
Cashier .....	694-6605
Counseling Services .....	694-6556
Division Street Bookstore.....	637-5023
Division Street Assistant Dean.....	971-5216
Division Street Main Office .....	971-5200
Economic & Community Development .....	694-6476
Educational Technology Services .....	694-6515
Financial Aid.....	694-6565
Helpdesk.....	694-6537
Human Resources.....	694-6607
Job Placement Office .....	694-6559
Learning and Testing Center .....	694-6454
Learning Center .....	971-5231
Testing Center.....	694-6454
Writing Center .....	539-7148
Library Circulation.....	694-6516
Library Reference.....	539-7107
Magnolia Avenue Assistant Dean.....	329-3101
Magnolia Avenue Bookstore.....	329-3114
Magnolia Avenue Main Office.....	329-3100
Maintenance .....	694-6618
Payroll .....	694-6527
Records .....	694-6549
Safety and Security.....	694-6646
Services for Students with Disabilities .....	539-7153
Student Success & Enrollment Management.....	539-7188
Student Life and Recreation .....	694-6555

Lead Teacher.....

Program Coordinator.....

Dean.....

## **CAMPUS SEX CRIMES PREVENTION ACT**

The federal Campus Sex Crimes Prevention Act and the Tennessee Sexual Offender and Violent Sexual Offender Registration, Verification and Tracking Act of 2004 require that whenever a sex offender becomes employed, enrolls as a student or volunteers at the College, he or she must complete or update the Tennessee Bureau of Investigation (TBI) sexual offender registration/monitoring form and deliver it to TBI headquarters in Nashville. As defined in section 40-39-202 of the Tennessee Code, a "sexual offender" or a "violent sexual offender" means a person who is, or has been, convicted in this state of committing a sexual offense or a violent sexual offense, respectively, or who is, or has been, convicted in another state or another country, or who is, or has been, convicted in a federal or military court of committing an act which would have constituted a sexual offense if it had been committed in this state. A "sexual offense" or "violent sexual offense" means the commission of acts including, but not limited to, aggravated and statutory rape, sexual battery, sexual exploitation of a minor, aggravated prostitution, and kidnapping.

Both acts designate certain information concerning a registered sexual offender as public information and therefore amend and supercede the Family Educational Rights and Privacy Act (FERPA) and other federal and state laws that previously prohibited the disclosure of such personal information. Since the laws require the publication of information pertaining to sexual offenders employed, enrolled or volunteering at an educational institution, said publication does not constitute grounds for a grievance or complaint under college or Tennessee Board of Regents policies or procedures.

In compliance with the federal Campus Sex Crimes Prevention Act and the Tennessee Sexual Offender and Violent Sexual Offender Registration, Verification and Tracking Act of 2004, members of the campus community may obtain the most recent information received from the Tennessee Bureau of Investigation (TBI) concerning sex offenders employed, enrolled or volunteering at this institution in the Safety and Security office. Information is also available on the TBI's website listing of sexual offenders and violent sexual offenders located on the Internet at [http://www.ticic.state.tn.us/SEX\\_ofndr/search\\_short.asp](http://www.ticic.state.tn.us/SEX_ofndr/search_short.asp)