



# **Adjunct Faculty Handbook**

**Guidelines & Information for Adjunct  
Faculty**

Revised July 2019

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## **The College Mission**

Pellissippi State Community College: a transformative environment fostering the academic, societal, economic, and cultural enrichment of the individual and the community.

### **Features of Our Mission**

To fulfill its mission, Pellissippi State offers students the opportunity to earn the following credentials:

- Associate's degrees and certificates that lead to employment in a variety of career fields
- Associate's degrees, courses, programs, pathways, and partnerships that prepare students for transfer to baccalaureate-level colleges and universities
- Industry recognized certifications that increase the skills of the local workforce, support the development of existing and new employers, and foster economic growth

Our mission is guided by our commitment to the following values:

- Academic Integrity
- Accessibility
- Affordability
- Community and Civic Engagement
- Diversity
- Sustainability

In support of these values, we offer the following programs and services:

- Academic Support Services
- Arts and Cultural Events
- Early College Initiatives
- Non-credit Classes
- Service-Learning
- Student Support Services
- Study Abroad
- Sustainable Campus Initiative
- Technology-enhanced Course Delivery
- Veterans' Support and Programming
- Workforce Development

## **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.".

L. Anthony Wise Jr.  
President, Pellissippi State Community College

## **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:

Executive Director of Equity and Compliance  
Pellissippi State Community College  
J. L. Goins Administration Building, Room 207  
10915 Hardin Valley Road  
P.O. Box 22990  
Knoxville, TN 37933-0990  
(865) 539-7401

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  
Lamar Alexander Arts & Sciences  
Building 10915 Hardin Valley  
Road, Room 130  
P.O. Box 22990  
Knoxville, TN 37933-0990  
(865) 694-6441  
(865) 694-6429 (Voice/TTD)  
FAX: 865-539-7699

# What Adjunct Faculty Need to Know

## Disability Services (DS) at Pellissippi State Community College

Disability Services: Phone: 865.694.6441 email: [disabilityservices@pstcc.edu](mailto:disabilityservices@pstcc.edu)

### Essential Points for Faculty:

Accept only current semester accommodation plans from Disability Services (DS)

- ✓ Consult with the DS staff member assigned to your student regarding questions/problems with accommodation plans
- ✓ Require the same classroom standards of behavior for all students
- ✓ Include the following statement on your class syllabi

### Syllabus Statement:

- ✓ Include the following statement on all of your syllabi:  
“Students that need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Disability Services (DS) in order to receive accommodations in this course. Disability Services may be contacted by sending email to [disabilityservices@pstcc.edu](mailto:disabilityservices@pstcc.edu), or by visiting Alexander 130. More information is available at PSCC Disability Services.”
- ✓ Be sure your syllabi are in a format that is accessible to assistive technology used by students with disabilities per TBR Accessibility Initiative

### Faculty Member Accommodation Responsibilities:

- ✓ Provide accommodations listed on PSCC accommodation plan
- ✓ Discuss specifics of accommodations with students
- ✓ Consult with DS for clarification of accommodations, if needed
- ✓ Maintain student confidentiality regarding accommodations
- ✓ Refer students without accommodation plans to DS
- ✓ See PSCC policy on academic departments/faculty responsibilities & DS ([Policy 04:07:00](#), Section II)
- ✓ See PSCC policy on disability accessibility of course content ([Policy 03:03:00](#))

### Student Accommodation Responsibilities:

- ✓ Self-identify to DS to request accommodations
- ✓ Provide current documentation that meets College guidelines to DS
- ✓ Provide current semester plan to professors in a timely manner
- ✓ Discuss accommodation specifics with professors
- ✓ Notify DS of any problems with accommodations in a timely manner
- ✓ Comply with all PSCC classroom standards, disciplinary rules and policies

### Disability Services Responsibilities:

- ✓ Assist with procedures re: accommodations/disability documentation
- ✓ Develop accommodation plans for each semester a student is enrolled
- ✓ Assist students/staff with the use of assistive technology
- ✓ Provide accommodations/academic adjustments/ services per College policies
- ✓ Serve as liaison between the College and community agencies regarding disability issues
- ✓ Advocate for students with disabilities regarding disability rights
- ✓ Maintain confidential records

# Faculty Resources

## Academic Departments

### **Business & Computer Technology**

Dean: Michael Wolfe

Department Assistant: Yolanda Roebuck

Office Location: MC 252

### **English**

Dean: Sue Yamin, Interim Dean Department

Assistant: Mike Hurst Office Location: MC

329

### **Engineering & Media Technologies**

Dean: Margaret Ann Jeffries

Department Assistant: Remonda Swafford-

Alleyne Office Location: MC 246

### **Liberal Arts**

Dean: Jonathan Fowler Department

Assistant: Kathy King Office Location: MC

240

### **Liberal Arts, Music**

Dean: Jonathan Fowler Secretary: Jackie

Ingram Office Location: AL 152

### **Mathematics**

Dean: Nancy R. Pevey

Department Assistant: Rebecca Scott

Office Location: AL 221 A (Inside AL 217)

### **Natural & Behavioral Sciences**

Dean: Kane Barker

Department Assistant: Kim McAlvin

Office Location: AL221 B (Inside AL 217)

### **Nursing**

Dean: Angela Lunsford, Interim Dean

Department Assistant: Catherine Dees

Office Location: ST2701

## Building Names and Abbreviations

**AL** Lamar Alexander Arts & Sciences Building

**BA** Bagwell Center for Media & Art

**CPAC** Clayton Performing Arts Center  
Inside the Lamar Alexander Bldg.

**ERC** Educational Resources Center – Library

**GN** J.L. Goins Administration Building

**IC** Information Center

**MC** Ned R. McWherter  
Technology Building

**PRT** Portable Buildings

**PP** Physical Plant

**SRC** Student Recreation Center

## Department Name Abbreviations

**BCT** Business & Computer Technology

**ENGL** English

**EMT** Engineering & Media Technology

**LA** Liberal Arts

**MUS** Music

**MATH** Mathematics

**NBS** Natural & Behavioral Sciences

**NURS** Nursing

# Faculty Resources

## Office Locations of the President, Vice Presidents, and Directors

### Administrative Offices

#### **L. Anthony Wise, Jr., President**

Ann Burgess, Executive Assistant II  
Joanne Monhollen, Executive Secretary  
Office Location: GN 211, GN212

#### **Allen G. Edwards, President Emeritus**

#### **Rushton Johnson, Vice President, Student Affairs**

Cheri Fray, Executive Assistant I  
Office Location: GN 109, GN 108

#### **Ronald Kesterson, Vice President, Business and Finance**

Marcia Lawson, Executive Assistant I  
Office Location: GN 221

#### **Kathryn Byrd, Interim Vice President, Academic Affairs**

Annette Eldridge, Executive Assistant I  
Office Location:  
GN 212

#### **Information Services**

Susan Mills, Executive Assistant I  
Office Location: GN 209

#### **Tracey Bradley, Executive Director, Tennessee Consortium for International Studies (TnCIS)**

Gwen Miller, Secretary  
Office Location: AL 103

#### **Teri Brahams, Executive Director, Economic and Workforce Development**

Angela Branson, Technical Clerk  
Office Location: AL 102, AL 108

#### **Anesia McDonald, Executive Director of the Foundation**

Orpha Leitch, Executive Assistant  
Office Location: GN 210

#### **Nancy Ramsey, Executive Director, Institutional**

Effectiveness, Assessment and Planning  
Lisa Nipper, Technical Clerk  
Office Location: GN 256, GN 257

#### **Annazette Houston, Executive Director, Equity and Compliance**

Office Location: GN207

#### **Suzanne Walker, Director, Internal Audit**

Office Location: GN 231

#### **Paul Ramp, Director, Distance Education**

Office Location: AL 100

### Building Names and Abbreviations

**AL** Lamar Alexander Arts & Sciences  
Building

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Building

**PRT** Portable Buildings

**PP** Physical Plant

**SRC** Student Recreation Center



# Faculty Resources

## Satellite Campuses

### **Blount County Campus**

Holly Burkett, Campus Dean  
Laura Overton, Campus Secretary  
Office Location: BC125, BC 126

### **Division Street Campus**

Esther Dyer, Campus Dean, 103  
Marcia Coleman, Secretary, DV 109  
John Cochrane, Evening Secretary, DV113

### **Magnolia Avenue Campus**

Rosalyn Tillman, Campus Dean  
Patricia Rodgers, Campus Secretary Office  
Location: MA 102, MA 103

### **Strawberry Plains Campus**

Mike North, Campus Dean  
Catherine Dees, Campus Secretary  
Office Location: ST2932, ST2980

## **Building Names and Abbreviations**

- AL** Lamar Alexander Arts & Sciences Building
- BA** Bagwell Center for Media & Art
- CPAC** Clayton Performing Arts Center  
Inside the Lamar Alexander Bldg.
- ERC** Educational Resources Center-  
Library
- GN** J.L. Goins Administration Building
- IC** Information Center
- MC** Ned R. McWherter Technology Building
- PRT** Portable Buildings
- PP** Physical Plant
- SRC** Student Recreation Center

# Faculty Resources

## Links to Important Resources

### Campus Police

Emergency:	865-694-6649	On Campus: 6649
Non-Emergency:	865-694-6646	On Campus: 6646

## Resource

[Academic Calendar](#)

[Behavioral Intervention Team](#)

[Bookstore](#)

[Cafeteria](#)

[Campus Maps](#)

[Campus Police](#)

[College Catalog](#)

[Counseling Services](#)

[Disability Services](#)

[Educational Technology Services](#)

[Faculty Development](#)

[Fee Discounts and Waivers](#)

[Help Desk](#)

[Information Services](#)

[Libraries](#)

[Organizational Chart](#)

[Payroll](#)

[Policies and Procedures](#)

[Service Requests](#)

[Telephone Instructions](#)

[Voicemail Instructions](#)

[Pellissippi Alerts Sign-up](#)

[Inclement Weather Policy](#)

[Student Perception of Faculty](#)

# Quick Reference Phone List

Area code for all numbers is 865

## Executive Staff

President of Pellissippi State: L. Anthony Wise, Jr. ....	694-6616
Interim Vice President of Academic Affairs: Kathryn Byrd .....	694-6523
Vice President of Business & Finance, Ron Kesterson .....	694-6608
Vice President of Information Services, Audrey Williams .....	539-7198
Vice President of Student Affairs, Rushton, Johnson.....	694-6552

## Campus Deans and Main Office Numbers

Blount County Campus, Holly Burkett.....	981-5300
Division Street Campus, Esther Dyer .....	971-5200
Hardin Valley Campus, Information Center.....	694-6400
Magnolia Avenue Campus, Rosalyn Tillman.....	329-3100
Strawberry Plains Campus, Mike North.....	225-2300

**Main Information Center**..... 694-6400

**Advising Center**..... 694-6400

**Behavioral Intervention Office**..... 694-6415

## Campus Bookstores

Blount County Campus.....	981-5311
Division Street Campus .....	673-5023
Hardin Valley Campus.....	694-6642
Magnolia Avenue Campus.....	329-3411
Strawberry Plains Campus.....	225-2300

## Campus Police

Blount county Campus.....	981-5311
Division Street Campus .....	971-5200
Hardin Valley Campus.....	694-6646
Emergency .....	694-6649
Magnolia Avenue Campus.....	321-3100
Strawberry Plains Campus.....	225-2300

## Department Offices

Business & Computer Technology .....	694-6656
Engineering & Media Technologies .....	694-6483
English .....	694-6708
Liberal Arts .....	539-6475
Liberal Arts/Music .....	539-7178
Mathematics .....	694-6450
Natural & Behavioral Sciences .....	694-6695
Nursing .....	225-2337

**Disability Services**..... 694-6411

**Educational Technology Services, Kristy Conger Director**..... 539-7333

**Equity and Compliance Office, Annazette Houston**..... 539-7401

<b>Event Services, Brent Morrison, Director</b> .....	539-7270
<b>Faculty Development Office, PACE</b> .....	539-7335
<b>Library</b>	
Blount County Campus.....	981-5325
Division Street Campus .....	971-5215
Hardin Valley Campus Circulation Desk	
Reference Desk.....	539-7107
Magnolia Avenue Campus.....	329-3110
Strawberry Plains Campus.....	225-2309
<b>Marketing &amp; Communications</b> .....	694-6530
<b>Payroll Office</b>	
Blount County Campus.....	981-5300
Fax.....	981-5307
Division Street Campus .....	971-5200
Hardin Valley Campus.....	694-6568
Magnolia Avenue Campus	
Fax.....	329-3106
Strawberry Plains Campus.....	225-2301
Fax.....	539-7608
<b>Records Offices</b>	
Blount County Campus.....	981-5300
Fax.....	981-5307
Division Street Campus .....	971-5200
Hardin Valley Campus.....	694-6568
Fax.....	539-7389
Magnolia Avenue Campus.....	329-3100
Fax.....	329-3106
Strawberry Plains Campus.....	225-2301
Fax.....	539-7608
<b>Academic Support Center – Tutoring</b>	
Blount County Campus.....	981-5333
Division Street Campus .....	971-5215
Hardin Valley Campus.....	539-7079
Magnolia Avenue Campus.....	329-3111
Strawberry Plains Campus.....	225-2300
<b>Testing Center</b>	
Hardin Valley Campus.....	694-6454
Fax, Academic Testing .....	539-7202

**For any campus except Hardin Valley:**

**Please dial the main campus number for the center you are trying to reach and ask to be transferred.**

Adjunct Faculty Sub-Committee of  
Faculty Development Committee

Kellie Toon, Associate Professor, Chair of Faculty Development/Director of the P.A.C.E. Center

Noah Kover, Assistant Professor, Natural & Behavioral Sciences

Ann Kronk, Professor, Natural & Behavioral Sciences

Linda Manning, Associate Professor, Business & Computer Technology

Ella Ruggles, Associate Professor/Program Coordinator, Video Production Technology/Media  
Technologies, Engineering and Media Technologies

Nancy Sutton, CAP, OM, Secretary II, Academic Affairs

Special thanks to the following individuals for their help with updates to the information for  
satellite campuses of Pellissippi State.

Kathy Byrd, Interim Vice President of Academic Affairs

Holly Burkett, Campus Dean, Blount County Campus

Laura Overton, Campus Secretary, Blount County Campus

Esther Dyer, Campus Dean, Division Street Campus

Rosalyn Tillman, Campus Dean, Magnolia Avenue Campus

Patricia Rogers, Campus Secretary, Magnolia Avenue Campus

Mike North, Campus Dean, Strawberry Plains Campus

Rachael Skyles, Campus Secretary, Strawberry Plains Campus

# Personnel Information

## Tennessee Board of Regents Guideline P-050

### **Adjunct Faculty Job Description (Policy 06:01:02. Section I)**

#### Responsibilities: (Policy 06:01:02, Section I)

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 learning activities of students in their assigned classes;
3. submitting requests through the academic department 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; and
7. scheduling office hours as required; For extenuating circumstances in which office hours cannot be scheduled the adjunct faculty member must submit a written plan to the academic department dean describing how students can access the instructor. Adjunct faculty are not paid to hold office hours during the summer session.

#### Selection

(Policy 06:01:02, Section II)

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 the following 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

After the initial semester, rehiring decisions will be based on these factors:

1. Classroom observations by fulltime faculty
2. Student perception of instruction comments and numerical results
3. Instructor attendance
4. Maintenance of an appropriate learning environment
5. Performance of administrative duties in a timely manner; and
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 available 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 class(es) to a full-time faculty member. Adjunct faculty appointments include no assurance, obligation, or guarantee of subsequent employment.

### **Personnel Requirements**

(Policy 06:01:02, Section III)

All adjunct faculty who teach credit courses are required to initiate a background check and to submit the following documents to the Human Resources office at the time of initial employment:

- an online Pellissippi State employment application,
- a current resume,
- an official college transcript(s) of all course work,
- aW4 form,
- an Employee Eligibility Verification Form (I-9 Immigration Form plus documentation, preferably driver's license and Social Security Card),
- a New Employee Information Form

A break in service of three years or more voids items 1-5 and requires that new forms be submitted to the Human Resources office. Adjunct faculty who teach only non-credit courses are required to submit all of the above except transcripts, as instructed by the department dean.

Pellissippi State will hire only U.S. citizens and non-citizens lawfully authorized to work in the U.S. All new employees will be required to complete an Employee Eligibility Verification Form, I-9, before beginning work. The form is provided by the Human Resources office.

### **Evaluation**

Adjunct faculty are evaluated via the following steps:

- an in-class observation conducted by a full-time faculty member in each of the first six semesters of employment and at least once per year thereafter;
- student perception of instruction surveys conducted in all class sections taught.

## Professional Development Program

([Policy 06:01:02](#); [06:21:01](#); [06:02:04](#))

### **Purpose**

The purpose of the program as outlined in policy is 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 increase 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 are not required to submit a portfolio but will receive the 15 % increase unless they are covered under the Post-Retirement Service program.

### **Program**

After six semesters of teaching – excluding summer – and based on a favorable recommendation by the academic department dean, the adjunct faculty member may apply to receive a 15 % increase effective in fall semester of the following academic year. (Refer to page 4, Section III- Adjunct Faculty Advancement, Application Process)

#### **1. Classroom Observations.**

At least once during each semester taught, a full-time faculty member (lead instructor, dean, program coordinator, or other 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 of the observation form 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 write a report of each visit. The report will be placed in the portfolio.

#### **2. Student Perception of Course Instruction.**

Each term the adjunct faculty member teaches, student perceptions will be completed. The 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. Professional Development.**

During the six-semester period, the adjunct faculty member will participate in a professional development program consisting of six sessions on appropriate teaching methods and instructional design. Reports on each session will be in the portfolio.

#### **4. In-Service.**

For each of the semesters taught during the period, the adjunct faculty member should 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.

### **Compensation** (TBR Guideline P-050; PSCC Policy 06:01:02)

The purpose of this guideline is to establish the procedure for setting part-time faculty compensation at institutions governed by the Tennessee Board of Regents.

Section IV.D of the Tennessee Board of Regents' General Personnel Policy (5:01:00:00) provides that "Part-time instructional personnel shall be paid on the basis of the credit or noncredit hours taught, pursuant to such guidelines and/or schedules as may be established by the Board."

### **Adjunct Faculty Advancement, Application Process**

#### **Adjunct Portfolios** (Policy 06:01:02; Policy 06:02:04, Section V, Part B)

Adjuncts may choose to develop a portfolio and use it after six semesters of teaching at Pellissippi State to apply for an increase in pay rate. Additional, detailed information about development of the portfolio can be found above within the "Professional Development Program" section in this document.

The portfolio is to include:

1. Copies of six full-time faculty observations of the adjunct's teaching sessions;
2. Documentation for two observations by adjunct faculty of full-time instructor teaching sessions;
3. Written reports for six professional-development sessions on teaching methods and instructional design;
4. Notes for six semesters of adjunct in-service meetings; and
5. A completed self-evaluation document using the college's Faculty Self-Evaluation form (<http://www.pstcc.edu/hr/internal/forms.php>) in section labeled Performance Review and Development Plan.

The portfolio is an official document representing the 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 relevant graduate work.
4. Classroom Visits. Attach copies of all classroom evaluations by peers or deans.
5. Student Perceptions of Course-Instruction. Include reports from each semester.
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 above.)

The professional development plan provides a means for deans to acknowledge quality performance and professional growth of adjunct faculty. Completion of this program includes no assurance, obligation, or guarantee of subsequent employment either on a part-time or full-time basis.

### Dual Service/Business and Finance, Contracts

This policy is applicable to agreements whereby an institution in the Tennessee Board of Regents System or any agency of state government desires to procure the services of an employee of another institution or state agency or to provide the services of one of its employees to other institutions or state agencies. See also [Outside Employment and Extra Compensation](#), Pellissippi State Policy No. 06:17:00 and TBR Policy No. 05:01:05:00.

### **Faculty Absence**

Adjunct faculty members are expected to meet all classes as scheduled. In the case of anticipated absences, instructors must make arrangements that are approved by their lead instructor, dean, or program coordinator. In the case of unanticipated absences, instructors must notify the lead instructor, dean, or program coordinator and contact the main office if teaching at one of the satellite campuses. Do not call Campus Police to report absences. Any absenteeism will be reflected in the amount of pay received.

### **Mentoring and Evaluation Program for Adjunct Instructors**

Pellissippi State relies on professional, experienced, well-trained part-time instructors. Pellissippi State's adjunct mentoring process ensures partnering with full-time faculty to promote collegiality, maintain lines of communication, and to develop consistent excellence in instruction.

### **Mentoring for New Adjunct Instructors**

1. It is recommended that within the first month of each semester, all adjuncts in their first or second semesters at Pellissippi State be assigned a mentor who is a full-time faculty member and who, preferably, is teaching the same course as the adjunct.

#### **The full-time instructor will:**

- Make initial contact by phone or email immediately upon receiving the assignment, and provide the adjunct with complete contact information.
  - Orient the adjunct to course structure and current teaching techniques being used by colleagues.
  - Be available to discuss course progress and any concerns the adjunct may have.
  - **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.
2. 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 an

observation.

- 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.
3. 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, and development of the adjunct's portfolio (See portfolio description and goals in 'Adjunct Portfolios on page () of this document.).

### **Partnering for Returning Adjunct Instructors**

It is recommended that adjuncts who have taught at Pellissippi State for more than two semesters, have an assigned, full-time faculty partner, who will contact the adjunct, and be available for consultation. Teaching observations will be conducted each semester until the adjunct has taught at Pellissippi for six semesters and has applied for an increase in pay with the submission of a professional development portfolio. After this point, 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.

### **Student Perception of Course Instruction (Policy 06:02:04)**

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 Course Instruction are conducted in accordance with specific instructions as directed by the vice president of Academic Affairs. 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.

### **Campus Police/Safe Campus Resources**

- Parking Permit Information
- Silent Witness
- Campus Emergency Procedures
- Lost and Found

## Creating a Safe Campus

Pellissippi State will fully comply with the applicable provisions of federal and state civil rights laws, including but not limited to, Executive Order 11246, as amended; the Rehabilitation Act of 1973, as amended; the Americans with Disabilities Act of 1990, as amended; the Vietnam Era Veterans Readjustment Act of 1974, as amended; the Equal Pay Act of 1963, as amended; Titles VI and VII of the Civil Rights Act of 1964, as amended; Title IX of the Educational Amendments of 1972, as amended; the Age Discrimination in Employment Act of 1967; the Age Discrimination Act of 1975; the Pregnancy Discrimination Act; the Genetic Information Nondiscrimination Act of 2008; and regulations promulgated pursuant thereto. The College will promote equal opportunity for all persons without regard to race, color, religion, creed, ethnic or national origin, sex, sexual orientation/gender identity/expression, disability, age as applicable, status as a covered veteran, genetic information, and any other category protected by federal or state civil rights law.

The College Affirms that it will not tolerate discrimination against any employee or applicant for employment because of race, color, religion, creed, ethnic or national origin, sex, sexual orientation/gender identity/expression, disability, age as applicable, status as a covered veteran, genetic information, and any other category protected by federal or state civil rights law. 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 no denied the benefits of any educational program on the basis of race, color, religion, creed, ethnic or national origin, sex, sexual orientation/gender identity/expression, disability, age as applicable, status as a covered veteran, genetic information, or any other category protected by federal or state civil rights law.

**Discrimination may occur by:** (See also: **Policy 00:03:00** ;)

Treating individuals less favorably because of their race, color, religion, creed, ethnic or national origin, sex, sexual orientation/gender identity/expression, disability, agree as applicable, status as a covered veteran, genetic information, or any other category protected by federal or state civil rights law; or,

Having a policy or practice that has a disproportionately adverse impact on protected class members.

**Harassment (Policy 00:03:00, Policy 06:23:01)**

Harassment based on a protected class:

- Harassment is conduct that is based on a person's race, color, religion, creed, ethnic or national origin, sex, sexual orientation/gender identity/expression, disability, age as applicable, status as a covered veteran, genetic information, or any other category protected by federal or state civil rights law, **that**
- Adversely affects a term or condition of an individual's employment, education, participation in an institution's activities or living environment:
- Has the purpose or effect of unreasonably interfering with an individual's employment or

academic performance or creating an intimidation, hostile, offensive or abusive environment of the individual; **or**

- Is used as a basis for or a factor in decisions that tangibly effect that individual's employment, education, participation in an institution's activities or living environment.

Examples of such conduct include, but are not limited to, verbal or physical conduct relating to an employee's national origin, race, surname, skin color or accent, offensive or derogatory jokes based on a protected category, racial or ethnic slurs, pressure for dates or sexual favors, unwelcome comments about a person's religion or religious garments, offensive graffiti, cartoons or pictures, or offensive remarks about a person's age.

Not every act that might be offensive to an individual or a group will be considered harassment. Whether the alleged conduct constitutes harassment depends upon the record as a whole and the totality of the circumstances, such as the nature of the conduct 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.

### **Sexual Harassment (Policy 00:03:00)**

Examples of sexual harassment include, but are not limited to, the following:

- 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, email, notes, letters, or other written materials displaying objects or pictures which are sexual in nature that would create hostile or offensive work or living environments
- Sexual innuendos, 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 or only marginally relevant 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
- Suggestive or inappropriate acts such as comments, innuendoes, or physical contact based on one's actual or perceived sexual orientation and/or gender identity/expression

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

## **Faculty/Student Instructional Relationship**

([PSCC Policy 00:03:00](#); [TBR Policy 06:03:00:00](#); [TBR Guideline P-080](#); [TBR Policy 5:01:02:00](#); [TBR Policy 2:02:10:01](#) [6:01:00:00])

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 to 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 students organize their knowledge into presentations relevant to course objectives. The instructor can help students by recommending resources and encouraging the development of a more comprehensive knowledge base. 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. When emergencies occur, the instructor has the prerogative of adjusting deadlines.

## **Student Access**

Adjunct faculty and students must have access to one another. At the Hardin Valley Campus, adjunct faculty may use office space in room ER 209 in the Educational Resource Center (ERC) or in the

Adjunct faculty at Division Street, Blount County, Magnolia Avenue, and Strawberry Plains will also 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 departmental assistant.

Adjuncts may communicate with students and staff via electronic mail. See policy [08:13:05](#) for appropriate use of the College's computer system.

## **Student Attendance Policy**

(Policy 03:11:01, Section X)

Students are expected to attend and participate in all scheduled class, laboratory, or clinical sessions. Absences result in missed learning opportunities, lower grades, and in many cases, failure for the course. Prompt and regular attendance enhances the likelihood of student achievement while also instilling habits that will prepare graduates for success in the workplace.

With the approval of the vice president of Academic Affairs, individual faculty members, programs, disciplines, or departments may establish specific requirements for attendance in individual courses. If an attendance policy is requested, a consensus of at least 75% must be reached by all faculty, program coordinators, and deans associated with the course before the request is submitted to the vice president of Academic Affairs. Each course syllabus will specify attendance requirements and the specific academic consequences entailed by those requirements.

## **Record Keeping**

### **Accuracy of Class Lists**

Faculty members should access their class lists through MyPellissippi frequently during the semester to check for proper registration of students attending each class. Particular attention should be given to the accuracy of class lists after the add period is over. Class lists should be

carefully reviewed after the add deadline and corrections or discrepancies should be reported to the Records Office by the faculty member. Any student in the class at that time but not on the class list must be sent to the Records Office to clarify the discrepancy. Students must be fully registered before they are allowed to attend any class. It is the responsibility of the faculty member to see that the student clears any discrepancy in his/her registration status. The Records Office will notify the faculty member of the admission status of such a student.

Faculty will be notified by email each semester of the dates that Banner will be open for grading. During this period faculty can enter Banner and record grades for their assigned classes. No final grades may be reported for students whose names do not appear on the official roll. Faculty members must maintain accurate rolls at all times. If a student is on the roll, is not attending, and does not drop the class, she or he will remain on the roll and receive an "F" at the end of the semester. Instructors should 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 MyPellissippi website.

### **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 not receive aid for that class.
- 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 based on the last date of attendance

### **Class and Grade Rolls**

Class rolls are available on the MyPellissippi website and should be printed to serve as the official record of enrolled students. Class rolls should be accessed often to monitor students who drop, add, or withdraw. **D2L rosters cannot be used as official records of enrollment.**

### **Faculty Professional Ethics**

(Policy 06:01:04)

Pellissippi State Community College accepts and affirms the Professional Ethics Statement of the American Association of University Professors originally adopted in 1966, revised and approved by the Association's Council in 1987 and 2009, with minor modification for clarity.

### **Classroom Behavior/Student Code of Conduct and Due Process (Policy 04:02:00)**

This Policy reads in part:

The instructor has the primary responsibility or control over classroom behavior and maintenance of academic integrity and can order the temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or conduct that violates 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.

Upon discovery of a student's participation in academic misconduct, the student is immediately responsible to the instructor of the class. The instructor will gather evidence of the misconduct, discuss it with his or her department dean, and meet with the offending student (or students), presenting evidence of the misconduct and describing the actions imposed. Based on their professional judgment, instructors have the authority to impose a range of academic disciplinary sanctions, which may include the following:

- Requiring the student to repeat the assignment for full or partial credit
- Assigning a zero, an F, or any other grade appropriate for the assignment or examination;
- Assigning an F for the course

In addition, disciplinary sanctions may be imposed through the regular institutional procedures.

### **Behavioral Intervention Team**

The Behavioral Intervention Team (BIT) is a resource that works to ensure our campus community is a safe place for teaching and learning to occur. The BIT is not a disciplinary board, but rather the central point of contact for reports of concerning behavior for the campus community to coordinate intervention services.

Many disruptive behaviors can be prevented when clear academic and classroom behavior expectations and consequences for noncompliance are communicated to the student in the beginning of the semester. However, behavior that obstructs or disrupts the learning environment can occur especially during stressful times in the semester. The guide linked below can assist your response and decisions. If consultation is desired, contact the dean of students, academic dean, campus dean, or a counselor on any campus.

Chart: [Responding to Disruptive Classroom Behaviors](#)

### **Academic Philosophy and Goals**

Pellissippi State offers a variety of educational opportunities to meet the needs of students with diverse backgrounds and interests. Each program of study is built on a set of broad educational goals. 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. 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, more full vision of their lifetime direction.



## **Program Coordinator/Lead Instructor**

Program Coordinators and lead instructors are full-time faculty members who have responsibility for the design and development of specific courses. Operational responsibilities for program coordinators and lead instructors 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 instructors can provide guidance for working with students who have special interests or problems.

### **FOR CAMPUS SPECIFIC INFORMATION CHECK BELOW**

For information about administrative offices and/or department offices, check the College directory or the list of faculty resources included in this handbook.

**[BLOUNT COUNTY CAMPUS](#)**

**[DIVISION STREET CAMPUS](#)**

**[HARDIN VALLEY CAMPUS](#)**

**[MAGNOLIA AVENUE CAMPUS](#)**

**[STRAWBERRY PLAINS CAMPUS](#)**

## **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 at 981-5300. The operating hours of the administrative office are 8:00 a.m. - 7:30 p.m. Monday -Thursday and 8:00a.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.

### **Adjunct Office**

Shared office space is available for faculty in Room 132. This office is equipped with computers, printer access, telephones, and file-drawer space. Reserve desk space by signing the form on the available desk. Office hours should be printed on your syllabus as well.

### **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 academic dean. Contracts should be signed and returned to the secretary at once in order to meet payroll deadlines.

The campus dean's office is Room 125. Faculty are encouraged to seek assistance in this office with questions regarding policies, procedures, and room assignments.

In case of an unanticipated absence, class cancellation or planned field trip, call and email (blountoffice@pstcc.edu) the Blount County main office, as soon as possible. Instructors must inform the campus dean or the day/evening secretary of such events and must also notify the lead instructor/dean/program coordinator.

### **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.

### **Business Office/Cashier**

The Business office/Cashier office is Room 118. Questions concerning payroll checks, as well as student schedules and accounts, should be directed to this office. Keys for classrooms can be picked up at the cashier's office when key request form is completed

and returned.

### Campus Police

Emergency situations (such as fires, accidents, aggressive classroom disturbances, etc.) should be reported immediately to the administrative office (981-5300). 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. Faculty, staff and students may request that Security personnel accompany them to their vehicle.

### Computer Resources

Software available on all College computers includes word processing, e-mail, Internet access, D2L (Desire to Learn), Self-Service Banner 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 any assistance needed.

### Duplication

Copiers are located in Room 115, in the Library (136), and in the faculty work area (245). 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 is available to assist with copying and collating, but reasonable notice must be given if a large amount of copying is needed.

### Library

The Library is located in Room 136. If you have questions contact the ERC coordinator or the ERC assistant. 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.

### 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 11:30 a.m. The mail courier delivers intercampus mail to Blount County at approximately noon.

### Parking

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

### Telephones and Fax Machines

To access outside lines for Knoxville and adjacent counties, push 8 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 library (fax number 981-5304) and one in the administrative offices (fax number 981-5307), available for your convenience.

#### Testing Center

The Blount County Testing Center, located in Room 197, provides comprehensive testing services, including make-up testing and extended testing time. Schedule for center varies, please check door for times.

#### Tutoring Center

The tutoring center (174) provides free tutorial services to students in a variety of subject areas. The ASC is open during fall, spring, and summer semesters. The subjects offered and the hours of operation will vary from campus to campus. To see subjects offered, campus location, and the hours of operation for certain subjects, please access the ASC webpage at [www.pstcc.edu/learn](http://www.pstcc.edu/learn).

## 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 learning support 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.

### Adjunct Office

DV 131 is the Adjunct Faculty work room where tables, carrels, filing cabinets, office equipment, and supplies are available. Please notify the administrative office, DV109, when supplies are needed or office equipment needs attention. Adjunct faculty are requested to submit their teaching schedule in DV109. Alternate room arrangements will be made from the administrative office when a faculty member needs to meet with a student one-on-one.

### Administrative Office

The campus secretary's office is located in DV109. The office is open from 7:30am to 6:00pm. The campus dean's office is located in DV103. The dean maintains an open door policy and provides assistance with any questions or problems.

In case of unanticipated absences, class cancellations or planned field trips, email: [jfcochrane@pstcc.edu](mailto:jfcochrane@pstcc.edu) ; [mdcoleman@pstcc.edu](mailto:mdcoleman@pstcc.edu) ; [eldyer@pstcc.edu](mailto:eldyer@pstcc.edu) ; and [njwright@pstcc.edu](mailto:njwright@pstcc.edu) . Instructors must inform the campus administrators and lead instructor/dean/program coordinator of any absence.

### Bookstore

The Division Street Campus bookstore is located in DV126, and Bookstore hours are posted on campus each semester. It is advisable to call the bookstore (865.971.5231) to confirm the hours during registration periods.

### Business Office/Records Office

For answering questions concerning student accounts, the Business Office is located in DV102, and the telephone number is 971-5212.

## Campus Police

Emergency situations (such as fires, accidents, aggressive classroom disturbances, etc.) should be reported immediately to the security officer (971-5200). 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. Faculty, staff and students may request that Security personnel accompany them to their vehicle.

## Computer Resources

Current software is available on all College computers. Please contact the Helpdesk or [helpdesk@pstcc.edu](mailto:helpdesk@pstcc.edu) for any assistance needed.

## Duplication

Copiers are located in DV101 and DV131; copies are charged to academic departments, and faculty must have a departmental code to log into copy machines. Codes are obtained from your departmental secretary or the campus administrative office. With sufficient notice, copying and collating services are available. The administrative assistants located in DV109 and DV113 are designated key operators for both of the Division Street Campus copiers. You must consult a key operator if you have any problems with the copier.

## Library

The Division Street Library houses a collection designed to support the academic programs and general educational needs of students. It is located in DV208. Hours of operation can be found on the PSCC [Libraries' webpage](#). A number of services and research tools are available, and the librarians welcome your questions and suggestions. Please contact Division Street Campus at (865) 971-5254.

## Mail

Mailboxes in DV101 are assigned adjunct faculty, and you are encouraged to check your mailboxes frequently. Drop outgoing intercampus mail in the mailbag located to the left of the door as you enter DV101 by 10:00 a.m. The mail courier delivers intercampus mail to the Division Street Campus at approximately 10:00 a.m. You are also encouraged to check their e-mail accounts frequently for college-wide, departmental, and student communication.

## Parking

Adjunct faculty must have a staff parking decal displayed in their automobile. To access the Parking Permit request form, please log into [myPellissippi](#) and click on the Employees tab. Under the Employee Support box, click on the link "Parking Permit Request," then fill out and submit the form. Once processed, the parking permit(s) will be sent via campus mail to your department/office. Campus Police officers will issue tickets to personnel for parking violations. Faculty, staff and students may request that Security personnel accompany them to their vehicle.

## Testing Center

The Division Street Testing Center, located in DV132, provides comprehensive testing services, including make-up testing and extended testing time.

## Telephones and Fax Machines

A telephone is available in DV131. To access lines outside the college, push 8 to get a dial tone. Enter the 7-digit number for local calls; not all phones have long-distance capability. There are intercampus phones in the front hallway and every classroom. For intercampus calls from and to any campus enter the last 4 digits of the extension number. College telephone directories are available on the PSCC website. There are two fax machines on the Division Street Campus. One is located in the Library (fax number 971-5203) and one in DV101 (fax number 971-5221).

## Tutoring Center

Highly qualified tutors provide student assistance covering a variety of subjects in DV208. Tutors work one-on-one or in small group settings. Appointments are not required, and all tutoring services are free. For more information about tutoring services, and for schedule, please visit <http://pstcc.edu/learn/schedules.php>.

## **HARDIN VALLEY CAMPUS**

Pellissippi State's Hardin Valley Campus is located at 10915 Hardin Valley Road in west Knox County, Knoxville, Tennessee. Since its development as the second campus location of Pellissippi State Community College, in July of 1986, the campus has become the administrative hub of the College. The offices of the President and Vice Presidents, and primary departmental offices are located at Hardin Valley Campus, as are the Information Center, and Human Resources. Additionally, Business & Community Services, a conduit for training between PSCC students, area businesses, and the community at large, and Tennessee Consortium for International Studies, TnCIS, locate their offices at Hardin Valley.

Academic programs which make their primary homes at the Hardin Valley Campus include Media Technologies concentrations, Engineering Technology concentrations, Interior Design, General Technology, Education, and Business. All general education courses are available at the campus. A list of department and discipline acronyms, as well as names of department deans and department assistants, can be found in the Faculty Resources section of the handbook.

Presently, Hardin Valley Campus is Pellissippi State's only multi-building campus. A list of building acronyms can be found in the Faculty Resources section of the handbook.

### **Adjunct Office**

ER209 and MC342 are the adjunct faculty offices for the campus, computer workstations and office supplies are available, with access to a copier and printer. Please notify the Faculty Development Office when supplies need replenishing (ext. 7335 or nesutton@pstcc.edu) or helpdesk when office equipment needs attention. At times faculty may need to meet with a student in a more private environment than is available in this room; please notify someone in your department office of this need and arrangements can be made.

### **Administrative Offices - Departmental**

The department secretaries' names and office numbers are listed in the Faculty Resources section of this handbook, as are those of the department deans. Faculty are encouraged to seek assistance in their department office with any questions or problems regarding policies, procedures, and/or room assignments.

In case of unanticipated absence, class cancellations or planned field trips, call your department office at the number listed in the quick reference phone list in this handbook. Instructors must inform the secretary and the lead instructor/ dean/program coordinator of such events.

### **Academic Support Center (Tutoring)**

The Academic Support Center provides free tutorial services to students in a variety of subject areas. The ASC is open during fall, spring and summer semesters; subjects offered and hours of operation will vary from campus to campus. To see the subjects offered, campus location, and the hours of operation for certain subjects, please access the ASC webpage at [www.pstcc.edu/learn](http://www.pstcc.edu/learn).

### **Bookstore**

The bookstore location is GN 148. Bookstore hours are posted each semester, and hours may vary during registration periods. The phone number is 865-694-6442.



## Campus Police

Emergency situations (such as fires, accidents, aggressive classroom disturbances, etc.) should be reported immediately to the administrative office (865) 694-6646. 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. Faculty, staff and students may request that Security personnel accompany them to their vehicle.

## Computer Resources

Computers and printers are available in the adjunct faculty offices. Software available on all College computers includes word processing, email, Internet access, D2L (Desire to Learn), Self-Service Banner, 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.

## Duplication

A copier is located in the hallway on the first floor of the ERC or in the area of each department office. In McWherter 342. Faculty must have a code number to use the copy machines and the code must be registered on the copier. Codes can be obtained in the department 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.

## Educational Resources Center (ERC)

In addition to housing the Adjunct Office at Hardin Valley Campus, the Educational Resources Center building is home to Library Services, Veterans' Services, TRIO, the Testing Center, Academic Support Center (tutoring services), and the Open Computer Lab.

## Mail

Adjunct faculty are assigned mail boxes in their department area and are encouraged to check their boxes on a regular basis. Inter-campus mail should be given to the department secretary or taken to the mail room (MC120) by 8:30 to be delivered on the same day and should be labeled with the name and department of the recipient and the campus to which the mail is going. Small items other than regular campus mail, may be sent to satellite locations via the courier, through the mail room.

## Parking

Adjunct faculty must have a staff parking decal displayed in their automobile. To access the Parking Permit request form, please log into myPellissippi and click on the Employees tab. Under the Employee Support box, click on the link "Parking Permit Request," then fill out and submit the form. Once processed, the parking permit(s) will be sent via campus mail to your department/office. Campus Police officers will issue tickets to personnel for parking violations.

Faculty, staff and students may request that Security personnel accompany them to their vehicle.

## Records Office

The Records office location is GN 102. Questions concerning student academic information or change of student personal information should be directed to this office. For college policy regarding the [Family Educational Rights and Privacy Act](#), please refer to Policy 04:03:00 or the college catalog.

## Telephones and Fax Machines

A telephone is available in the adjunct faculty office. To access outside lines for Knoxville and adjacent counties, push 8 to get a dial tone and then enter the desired 7-digit number. To call the Hardin Valley campus enter the last 4 digits of the number. To call a number at Strawberry Plains, enter the last 4 digits of the extension. The College telephone [directory](#) is available online.

## Testing Center

The Hardin Valley Testing Center, located in ER122, provides comprehensive testing services, including make-up testing and extended-time testing. Call the main campus number to be transferred to the Center, or see the [Testing Center](#) web page.

## MAGNOLIA AVENUE CAMPUS

Finding a location to serve the eastern section of the city and county had been a goal since 1988 when the College moved to the Pellissippi Parkway location. Pellissippi State's Magnolia Avenue Campus is 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 has been housed at the Magnolia Avenue Campus since fall 2010. Audio Production Engineering, Computer Networking and Business Management programs, as well as 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 5:30 p.m. Monday through Thursday and 8:00 a.m. to 4:30 p.m. on Friday and Saturday. Hours vary during semester breaks and other times when classes are not scheduled.

### Academic Support Center

The Academic Support Center provides free tutorial services to students in a variety of subject areas and is open during fall, spring and summer semesters. The subjects offered and the hours of operation will vary from campus to campus. To see the subjects offered, campus location, and the hours of operation for certain subjects, please access the ASC webpage at [www.pstcc.edu/learn](http://www.pstcc.edu/learn).

The Magnolia Avenue Campus Academic Support Center is located in Room 153, and the phone number is 329-3133. Some tutoring services are also available in the Library/Center for Student and Community Engagement.

### Adjunct Office

Room 105 (Phone: 329-3105) 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. Limited space to lock and secure personal items is available upon request to the administrative office.

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.

### 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 campus 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.

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 day/evening secretary and the lead instructor/dean/program coordinator of such events.

### Bookstore

The Magnolia Avenue bookstore is located in Room 136. Bookstore hours are posted each semester. Hours may vary during registration periods as well as during the first and last few weeks of the semester. Contact the bookstore at 329-3114 to find up-to date hours.

### Business Office/Records Office/Cashiers office

The Business office/Records office is located in Room 107. Questions concerning schedules, student accounts, and financial aid should be directed to this office. Phone number is 329-3104.

### Campus Police

Emergency situations (such as fires, accidents, aggressive classroom disturbances, etc.) should be reported immediately to the administrative office: (329-3100). 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. Faculty, staff and students may request that Security personnel accompany them to their vehicle.

### Computer Resources

Computers and printers are available in the adjunct faculty office. Software available on all College computers includes word processing (Microsoft office suite), email, Internet access, D2L (Desire to Learn), Self-Service Banner, 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. Contact the helpdesk/tech support at Magnolia for specific software questions/inquiries.

### Duplication

Copiers are located in the mailroom and Library. 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. Print shop services are also available (Phone: 673-9465)

### Library

Library services, audiovisual services, tutorial services, and ID photo services are managed by the Librarian. The library is located in Room 140. Computers for student use are located inside the library. The Library also offers study rooms, a podcast room and virtual reality equipment.

The library provides a general reference collection and general interest reading materials. Supportive materials for the academic courses are also available.

### Mail

Adjunct faculty are assigned mail boxes in the mailroom and are encouraged to check their mail boxes on a regular basis. Outgoing intercampus mail should be deposited in the mailbag located in the mailroom by 10:00 a.m. The mail courier delivers intercampus mail to Magnolia Avenue at approximately 10:45 a.m.

## Parking

Adjunct faculty must have a staff parking decal displayed in their automobile to park in designated Staff spaces. Decal requests can be found on My Pellissippi. Tickets will be issued by security personnel for parking violations.

## Testing Center

The Magnolia Avenue Testing Center, located in Room 148, provides comprehensive testing services, including make-up testing and extended testing time. Please call the Administrative office for assistance (329-3100).

## Telephones and Fax Machines

Telephones are available in the adjunct faculty office. To access outside lines for Knoxville and adjacent counties, push 8 to get a dial tone and then enter the desired 7-digit number. To call the Hardin Valley 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. There are two fax machines at the Magnolia Avenue Campus--one is located in the Library (fax number 329-3115) and one in the administration office (fax number 329-3106)--available for your convenience.

## **STRAWBERRY PLAINS CAMPUS**

Pellissippi State Community College's newest site, the Strawberry Plains Campus, is located off I-40 at 7201 Strawberry Plains Pike in Knox County.

The campus began offering coursework in August 2012 and has more than 220,000 square feet of building space. Pellissippi State is excited about the opportunities to further serve Knox County and the surrounding area.

As the student population expands at Strawberry Plains, the College will continue to fulfill its mission of serving its community by fostering the academic, societal, economic, and cultural enrichment of the individual and the community.

During the fall and spring semesters, the building is open for services Monday through Friday at 7:30 a.m., Evening courses are currently in operation on Tuesdays and Thursdays.

Please contact the campus at (865) 225-2300 with questions about specific programs and services.

The Strawberry Plains Campus is located at 7201 Strawberry Plains Pike in Knoxville. Campus operating hours are 8:00 a.m. to 4:30 p.m., Monday, Wednesday & Friday; 8:00 a.m. to 9:00 p.m., Tuesday & Thursday. Hours will vary during semester breaks and other times when classes are not scheduled.

### **Adjunct Office**

Room ST3654 is the Adjunct Faculty office, computer workstations and office supplies are available, with access to a copier, printer, and Scantron machine. Please notify the administrative office when supplies need replenishing or when office equipment needs attention. At times when faculty may need to meet with a student in a more private environment than is available in this room, an adjacent conference room is available. Notify someone in the administrative office of this need and arrangements will be made.

### **Administrative Office**

The campus secretary's office is located in Room 2980. 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 Campus Dean's office is located in Room 2932. 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 absence, class cancellations or planned field trips, call the main office at (865) 225-2300. Instructors must inform the campus administrator or evening secretary and the lead instructor/ dean/program coordinator of such events.

### **Bookstore**

The bookstore location is ST2654. Bookstore hours are posted each semester, and hours may vary during registration periods. The phone number is 865-225-2307.

## Business Office/Records Office

Currently, Business Office and Cashier transactions are being conducted in the main campus office, SP2932. Please inquire at the front office desk.

## Campus Police

Emergency situations (such as fires, accidents, aggressive classroom disturbances, etc.) should be reported immediately to the administrative office (865) 225-2300. 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. Faculty, staff and students may request that Security personnel accompany them to their vehicle.

## Computer Resources

Computers and printers are available in the adjunct faculty office. Software available on all College computers includes word processing, email, Internet access, D2L (Desire to Learn), Self-Service Banner, 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.

## Duplication

Adjuncts can make their own copies on the 2<sup>nd</sup> and 3<sup>rd</sup> floor. There is a copier on the 3<sup>rd</sup> floor immediately across from the adjunct work room, so it will be better for them to use that one

## Educational Resources Center (ERC)

The ERC Coordinator manages Library services, audiovisual services, tutorial services, and ID photo services. The ERC and open computer lab are located in Room 2654. 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, and 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 bulbs. The projector bulb is stored in every overhead.

## Academic Support Center (Tutoring)

The Academic Support Center provides free tutorial services to students in a variety of subject areas. The ASC is open during fall, spring and summer semesters. The subjects offered and the hours of operation will vary from campus to campus. To see the subjects offered, campus location, and the hours of operation for certain subjects, please access the ASC webpage at [www.pstcc.edu/learn](http://www.pstcc.edu/learn).

## Testing Center

The Strawberry Plains Testing Center, located in Room 2700, provides comprehensive testing services, including make-up testing and extended testing time. Please call the main testing office number (865.225.2300) to be transferred to the Center.

## Mail

Adjunct faculty are assigned mail boxes in the mailroom and are encouraged to check their 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 Strawberry Plains at approximately 11:15 a.m.

## Parking

Adjunct faculty must have a staff parking decal displayed in their automobile. To access the Parking Permit request form, please log into [myPellissippi](#) and click on the Employees tab. Under the Employee Support box, click on the link "Parking Permit Request," then fill out and submit the form. Once processed, the parking permit(s) will be sent via campus mail to your department/office. Campus Police officers will issue tickets to personnel for parking violations.

## Telephones and Fax Machines

A telephone is available in the adjunct faculty office. To access outside lines for Knoxville and adjacent counties, push 8 to get a dial tone and then enter the desired 7-digit number. To call the Hardin Valley campus enter the last 4 digits of the number. To call a number at Strawberry Plains, enter the last 4 digits of the extension. College [telephone directories](#) are available online. For your convenience, there is a fax machine (fax number 865-225-2301) at the Strawberry Plains Campus, located in the administrative office area.



# Welcome to the Testing Center!

## Testing Center Locations

We have Testing Centers at all campuses:

Blount County – Room 197

Division St. – Room 132

Hardin Valley – Room ER122

Magnolia Ave. – Room 148

Strawberry Plains – Room 2700

The Testing Center main office is located on Hardin Valley Campus in the Educational Resource Center, room 120A. Our phone number is 694-6454. Please check our [website](#) for our hours of operation.

The main function of the Testing Center is to proctor in-house class exams for our instructors. To use our services, we ask faculty to complete the on-line dynamic form, **Standard Exam Authorization**. Find it in MyPellissippi under the “Faculty” tab on the left side and then under “Academic Information.”

Please always use our testing email address ([testing-L@pstcc.edu](mailto:testing-L@pstcc.edu)) for ALL testing needs and correspondence. Never send a test or instructions to an individual in the Testing Center.

### **Students are expected to have a PSCC Student ID to test in the Testing Center.**

Instructors, please inform your students that they need their student ID's to test in the Testing Centers. Student ID's are made in the Computer Lab (ERC 327) at HV and in the libraries or Educational Resource Centers at site campuses.

Please let your students know our testing policies.

- If you plan to use the Testing Center, please send a copy of our policies to your students.
- No personal belongings are allowed in the Testing Centers. Students must leave them at home, store them in a campus locker (may cost) or leave them in their cars. Remind students that noncompliance with the Testing Center Policies, attached below, will result in the student's dismissal. The Testing Center Policies and notice on Examinee Misconduct are included in this document.
- Make sure your students know our hours of operation and scheduled closings.
- We will not administer an exam during the last 30 minutes that our Testing Center is open unless the exam time is given as 20 minutes or less to complete. The Testing Center informs students of time limits, but it cannot ensure time limits will be strictly enforced in all cases.
- Completed tests must be picked up by instructors and signed out on a computer database.
- Tests taken at the Hardin Valley Campus may be picked up between 8:00 a.m. and 4:30 p.m., Monday-Friday at the Testing Center office when the Testing Center is not open.
- Instructors may request that we send a completed test to another campus Testing Center for pick-up. Please note that request on the Standard Exam Authorization form. Allow 2 days after the test date for the test to arrive at that campus Testing Center for pick-up. The instructor or their representative will need to pick up and sign for that test at that Testing Center.

Should you have questions or concerns about the use of the Center, please contact me, Joan Newman, Director of Academic Testing ([jnewman@pstcc.edu](mailto:jnewman@pstcc.edu) or 694-6453).

## Rules for completing the dynamic Standard Exam Authorization form

- The dynamic test authorization and testing materials must be received in the Testing Center at least 24 hours before the test starting date.
- Complete the form in its entirety.
- Give us the best way to contact you – an office and cell phone. We must be able to reach you if we have questions about administering one of your exams.
- You can enter up to 3 student names on the form or you can put “roster” in one of the name areas and attach your student roster. Please make sure your roster
  - Is in alphabetical order
  - Is complete with all your students listed
  - Has your name and course number/course name printed on it
- Indicate the location where your students will test. If you have only one – three students testing, please let us know on which campus(es). We cannot print tests and forms for all campuses.
- Always put your password (up to 10 characters) in the section asking for that password...not in the comment section.
- Remember to attach your answer sheets, test, formula sheets, etc.  
To attach a file: Click on the “Browse” button to find the file then the “Upload File” button to attach the selected file to the form
- To review what you sent: Log-in to [Dynamic Forms](#), then click on ‘Forms History.’
- Write in any special instructions (e.g., walking hard copy of tests over, or student needs to submit homework sheets with test, etc.).

## Accessibility of Testing Materials

There is a question on the Standard Exam Authorization Form which asks: “If the student has an accommodation plan, does this test require the use of assistive technologies (e.g., Kurzweil Reader, Dragon Dictate, ZoomText, etc.) to access the testing materials?” If you check “No,” then the test and test material attachment area appears and you complete the form as usual. If you check “Yes,” the attachment section will not appear, and once you sign-out, a new form (Accessible Materials Request Form) will appear. You must complete this form and attach the materials to be converted. Disability Services will convert them and upload them back to us. This process will take additional time, so please submit the request a few days in advance.

If you need to make a change to your current testing instructions (dynamic form or paper copy), please send [testing-L@pstcc.edu](mailto:testing-L@pstcc.edu) an e-mail message (e.g., please add this student to the test roster or please extend the testing date to XXXX). **Do not call...we require notice of all changes in writing!** If your authorization has expired, send a new authorization.

## Rules for Hard Copy Tests

We encourage all faculty to move away from paper-pencil exams to computer-based testing (CBT) that is password protected. This eliminates problems with: an insufficient number of paper tests or answer sheets, timing for exams (this can be built into the computerized test), rejecting tests due to no names on test documents, and returning exams (misfiling, timeliness of mailing to other campuses, etc.). We strongly urge you to go GREEN!

## **Brightspace Quiz Generator Tool**

There is a new Microsoft Word to D2L Quiz Generator that quickly converts Microsoft documents into Brightspace tests. You can even create question pools using this tool-- not just a single exam. This program also allows you to print your exams in an appealing format. Please contact [etselearn@pstcc.edu](mailto:etselearn@pstcc.edu) for hands-on assistance or call Royce Jacomen (539-7410). You can get your exams back as soon as a student completes it...no having to physically pick it up from the Testing Center.

## **Printing of Test Materials**

We will print up to 3 copies of exams or other attachments. If more than three copies are needed, you must send additional copies to the campuses at which your students plan to test.

Your tests and answer sheets must have

- A space for the student name and the date
- Your name, course number and course title at the top
- Pages numbered

Please indicate on the authorization form where you would like to pick up your exams. Your exams can be mailed to other campus testing centers for your pick up, but always allow 2 days after the test date for availability.

If you want scratch work to be collected, then you must include a scratch paper answer document with your name on it and a place for the student's name and date and attach it to the authorization form.

## Testing Center Policies

Pellissippi State Student ID's are required for testing in all Testing Centers. No personal items are allowed in the Testing Centers. This includes:

Cell phones	Books,
Watches	Paper,
Fitness trackers (such as Fitbits)	Writing implements, etc.
Ear buds,	Hats/caps (except for religious reasons),
Flash drives or any other electronic devices	Hoodies,
Backpacks,	Carried-in sweaters or coats
Purses,	Food or drink

You must show the proctor any allowed test materials (do not carry them in a bag). All materials will be examined by the proctors.

You may not use your own writing implements or scratch paper. These are supplied by the Testing Center and must be returned to a proctor before you leave.

You are responsible for securing your belongings. You may not leave them in the proctor room or Testing Center. The Testing Center does not provide quarters for lockers.

Once you receive your test, you may not leave the Testing Center without submitting your test to the proctor. You may not leave the Testing Center and return to finish your test later.

Violation of Testing Center policies will result in your immediate dismissal.

If you have questions, concerns, or comments about your testing experience today, please contact Joan Newman (ERC 120I) at 865-694-6453 or [jnewman@pstcc.edu](mailto:jnewman@pstcc.edu).

# Examinee Misconduct

**The following behaviors are considered misconduct:**

- Giving or receiving unauthorized assistance of any kind
- Using any aids (books, notes, calculators, computers, websites, etc.) that are not authorized in writing by the instructor
- Attempting to take an examination for someone else
- Failing to follow examination regulations or instructions of the staff
- Causing a disturbance of any kind
- Removing or attempting to remove questions and/or responses or notes (in any format) from the Testing Center
- Attempting to remove scratch paper from the Testing Center
- Tampering with the operation of the computer or attempting to use it for any function other than taking the examination
- Sharing a calculator with other examinees
- Sharing notes with other examinees
- Talking with other examinees during an examination
- Using/installing a personal flash drive

Engaging in any misconduct may result in a failing grade and further disciplinary action, including but not limited to suspension of Testing Center privilege