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**PELLISSIPPI STATE COMMUNITY COLLEGE
CONSUMER INFORMATION**

Section One: General Information

Family Educational Rights and Privacy Act (FERPA)

The [Family Educational Rights and Privacy Act \(FERPA\)](#) is a federal law that protects the privacy of student educational records. This law applies to all schools receiving federal funding and establishes rules regarding the access to and disclosure of student educational records. FERPA provides for the right to inspect and review records, the right to request an amendment to records, and the right to limit the disclosure of student educational records.

In order to comply with FERPA, Tennessee Board of Regents (TBR) [Policy 3:02:03:00](#) and [Guideline S-020](#), Pellissippi State Community College has established policy [04:03:00 Student Records Confidentiality](#). This policy outlines what information is considered directory information, parameters surrounding the disclosure of student records, student right to access and request amendment to records, where student records are maintained, and the right to file a complaint regarding FERPA. Students can access this information through the online [College Catalog and Handbook](#) or in the policy section of the college website at <http://www.pstcc.edu/ppm/pdf/04-03-00.pdf>.

All new Pellissippi State students receive information regarding FERPA through New Student Orientation.

Facilities and Services for Students with Disabilities

Pellissippi State Community College complies with section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. The [office of Disability Services](#) coordinates services and academic accommodations for students on all campuses who self-identify and provide appropriate documentation of their disabling condition(s). Students requesting disability accommodations should contact the Disability Services office at 865-539-7153 by phone or via email at disabilityservices@pstcc.edu.

Student Diversity

Pellissippi State Community College's demographic information can be found in the [Fact Book](#), which is published each semester by the Office of Institutional Effectiveness, Assessment and Planning. The Office of [Access and Diversity](#) publishes the [Campus Diversity Plan](#), which provides a realistic and measureable process for creating a diverse environment. Other demographics for the College can be found on the [Tennessee Higher Education Commission's \(THEC\) website](#).

Cost of Attending the College

Pellissippi State Community College's [tuition and fee schedule](#) can be found [online](#). Detailed information regarding tuition and fees is available in the online [College Catalog and Handbook](#). The [Net Price Calculator](#) can be found on the [Financial Aid Office website](#). The price of textbooks can be found online through the college [Bookstore website](#).

Refund Policies

College refund policies are outlined in the online [College Catalog and Handbook](#). College [refund policies](#) can be found [online](#). College refund policies are aligned with Tennessee Board of Regents (TBR) guideline [B-060 Fees, Charges, Refunds, and Fee Adjustments](#). Refund dates are outlined on the [Cashier's Office website](#) and in the [Academic Calendar](#).

Withdrawal Policy

Pellissippi State Community College's withdrawal policy allows for the withdrawal from courses without penalty through certain points in the semester, which are published in [Academic Calendar](#). Information regarding the withdrawal policy can be found in the online [Catalog and Handbook](#).

Net Price Calculator

The [Net Price Calculator](#) is intended to provide **estimated net price information** (defined as estimated cost [price] of attendance – including tuition and required fees, books and supplies,

room and board [meals], and other related expenses – minus estimated grant and scholarship aid) to current and prospective students and their families based on what similar students paid in a previous year.

The estimate provided using this [calculator](#) does not represent a final determination, or actual award, of financial assistance or a final net price. It is an estimate based on price of attendance and financial aid provided to students in a previous year. Price of attendance and financial aid availability change year to year. The estimates shall not be binding on the Secretary of Education, the institution of higher education, or the State.

Access to the [net price calculator](#) can be found [online](#).

Copyright Infringement Policies

Pellissippi State Community College has institutional policies related to [copyrighted materials](#). College policy [03:16:01 Use of Copyrighted Materials](#) addresses this issue. Other policies related to copyrighted materials include policy [08:13:05 Computer System Use](#) and college policy [04:02:00 Student Code of Conduct and Due Process](#). Policy [04:02:00](#) prohibits unauthorized peer-to-peer file sharing, unauthorized distribution of copyrighted materials, and the disciplinary actions that can be taken for such violations. This policy is distributed annually by the vice president of Student Affairs.

Student Activities

Pellissippi State Community College offers a diversity of student activities through its [Student Life and Recreation \(SLR\)](#) department. The purpose of SLR is to provide learning and personal development in co-curricular activities and experiences where students connect with other students, faculty, staff and the community. Pellissippi State offers a variety of [student organizations](#) that provide personal enrichment opportunities and help students to develop skills in leadership, event planning, budgeting, communication and marketing.

Section Two: Academic Information

Accreditation Information

Pellissippi State Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award Associate in Arts, Associate in Science,

and Associate in Applied Science degrees and certificates. Information regarding Pellissippi State's accreditation can be found [online](#). Contact SACSCOC for questions about Pellissippi State's accreditation.

Southern Association of Colleges and Schools Commission on Colleges
1866 Southern Lane
Decatur, GA 30033
(404) 679-4500

Educational Programs

Information regarding Pellissippi State Community College's academic programs can be found in the online [Catalog and Handbook](#). These academic programs include Tennessee Transfer Pathways, Transfer/University Parallel Programs (AA, AS and AST degrees), Career Technical Programs (AAS degrees), and Certificate Programs. This information can also be found on the college's website at <http://www.pstcc.edu/academics/programs.php>. Further information regarding the Tennessee Transfer pathways can be found online at <http://www.tntransferpathway.org/>.

Faculty

A directory of Pellissippi State's faculty can be found in the online [College Catalog and Handbook](#). Individuals can search for faculty contact information by using the online [employee directory](#).

Instructional Facilities and Labs

Information regarding Pellissippi State's instructional facilities and labs can be found by contacting Regina McNew, Director of Facilities, at 865-694-6650 or via email at rdmcnew@pstcc.edu.

Transfer of Credit Policies and Articulation Agreements

Information regarding transfer programs and articulation agreements with other colleges can be found in the online [College Catalog and Handbook](#). The information includes the University Parallel Guarantee, Tennessee Transfer Pathways, and articulation and transfer agreements.

Additional information regarding articulation and transfer, including course equivalency tables is available on the [Advising website](#).

Information regarding awarding of transfer credit at Pellissippi State from other colleges and information regarding alternative ways of earning credit can be found in the [College Catalog and Handbook](#).

Section Three: Student Financial Assistance Programs

Student Financial Assistance

The student financial aid program at Pellissippi State is designed to assist students who find it difficult to attend college without financial assistance. Pellissippi State offers a comprehensive program of financial aid through scholarships, part-time employment, grants and loans. Major emphasis is placed on financial need, academic achievement, character and promise of future success. Students may apply for either one or a combination of types of financial aid.

The basis for determining financial need is the result of an analysis of the parents' and/or student's resources as provided by the Free Application for Federal Student Aid (FAFSA). This application is completed on the Web at www.fafsa.ed.gov.

Eligibility for financial aid is based on financial need, availability of funds and ability to maintain satisfactory academic progress. To qualify a student must

1. Complete the [Free Application for Federal Student Aid](#) to determine financial need.
2. Apply for admission to Pellissippi State as a regular, degree-seeking student.
3. Submit documentation (tax transcripts, verification forms, etc.) to the Pellissippi State Financial Aid Office if requested.
4. Have official academic transcripts sent to Pellissippi State's Enrollment Services from all postsecondary institutions previously attended.
5. Meet Pellissippi State's satisfactory academic progress standards for financial aid recipients.

Pellissippi State encourages students to apply early for financial aid. There are priority deadlines for each semester as outlined in the Academic Calendar. Financial aid files completed as of these priority deadlines will be given first consideration in the allocation of institutional and federal campus-based funds. Files completed after the priority deadlines will be accepted and awards made to eligible students on a first-come, first-served basis as long as funds are available.

Additional information regarding Financial Aid can be found at http://www.pstcc.edu/financial_aid/index.php.

- [Types of financial aid available](#)
- [Terms and Conditions of Financial Aid:](#)
- [Eligibility Requirements](#)
- [Enrollment Guide](#)
- [How to apply for financial aid](#)
- [Disbursement of financial aid](#)
- [Getting Books with Financial Aid](#)
- [Rights and responsibilities of students receiving financial aid](#)
- [Satisfactory Academic Progress](#)
- [Scholarships](#)
- [Student Loans](#)
- [Student employment](#)
- [Exit counseling](#)
- [Veteran's Benefits](#)

Student Rights and Responsibilities

Pellissippi State Community College students have certain rights and responsibilities. These are outlined in [Policy 04:02:02 Rights, Freedoms and Responsibilities of Students](#).

Students have the following [rights and responsibilities](#) relative to financial aid at Pellissippi State Community College.

Students have the responsibility to:

- Attend all classes for which they are registered.
- Complete all financial aid forms accurately and submit them on time to the right place. A new application for aid must be submitted each academic year.
- Return all documentation, verification, corrections and/or new information requested in a timely manner.
- Not be in default on a student loan or owe a repayment on a state or federal grant.
- Notify the Financial Aid Office of the receipt of any outside grant, scholarship or benefit.
- Know the institution's Satisfactory Academic Progress Policy for Title IV financial aid recipients.
- Talk with a financial aid staff member before dropping or withdrawing from a course.
- Perform the work agreed upon in accepting a federal/institutional work-study award.

Students have the right to:

- Know what financial aid programs are available at Pellissippi State.
- Know the cost of tuition and fees.

- Know how financial aid will be distributed, how decisions on distribution are made and the basis for these decisions.
- Know how their cost of attendance budget was determined, including the cost for tuition and fees, books and supplies, room and board, transportation, and miscellaneous/personal expenses.
- Know what resources (such as parental contribution, student contribution, other financial aid, veterans benefits, etc.) were considered in the calculation of their need.
- Know how much of their financial need has been met by financial aid.
- Request an explanation of the various programs in their student aid package.
- Know the institution's return of Title IV funds policy.
- Know the institution's Satisfactory Academic Progress Policy for Title IV financial aid recipients.
- Know what portion of the financial aid they receive must be repaid and what portion is gift aid. If the aid is a loan, they have the right to know what the interest rate is, the total amount that must be repaid, the repayment procedures, the length of the time they have to repay the loan and when repayment begins.

Repayment Policy (Return of Title IV Financial Aid)

Pellissippi State Community College complies with federal Title IV regulations relative to the return of tuition and institutional fees for federal financial aid recipients who stop attending classes. The Federal Return of Title IV Funds Policy applies to students receiving federal financial aid funds who completely withdraw from all courses prior to 60% of the semester. This policy also applies to students who stop attending classes before 60% of the semester. Information regarding Return of Title IV funds can be found in the online [Catalog and Handbook](#) and from the Financial Aid Office.

Federal Student Financial Aid Penalties for Drug Law Violations

Pellissippi State Community College makes information available on its [website](#) regarding the [financial aid penalties](#) for students who commit drug law violations.

Section Four: Student Outcomes

Graduation, Transfer Out and Retention Rates

Pellissippi State Community College makes its graduation, transfer out, and retention rates available through the [Integrated Postsecondary Education Data System \(IPEDS\)](#). These data are

available by visiting the IPEDS College Navigator website at <http://nces.ed.gov/collegenavigator> and searching for Pellissippi State Community College.

Additional data regarding the College can be found on the college's [Institutional Effectiveness, Assessment, and Planning website](#).

Graduation and Retention Rates for Athletes

Pellissippi State Community College does not have an athletics program.

Athletic Participate and Financial Support

Pellissippi State Community College does not have an athletics program.

Placement in Employment

Pellissippi State Community College collects [information regarding the job placement](#) of its career technical graduates. This information is available on the [Placement Office website](#).

Section Five: Health and Safety

Drug and Alcohol Abuse Prevention Program

Pellissippi State Community College distributes information to its students, faculty, and staff regarding its [Drug-Free Campus/Workforce Policy](#). The Executive Director of Human Resources and Affirmative Action sends this information to all employees on an annual basis. The Vice President of Student Affairs annually sends this information via email to all students. All new students receive this information at New Student Orientation in the [Need to Know](#) document.

Further information regarding Pellissippi State's alcohol and other drug prevention programs can be found in the [Alcohol and Other Drugs Biennial Review](#).

Vaccination Policy

Pellissippi State Community College makes students aware of its vaccination requirements through the [Enrollment Guide](#). Vaccination requirements are also found in the [Admissions Policy](#).

Campus Safety and Security

The Pellissippi State Community College Safety and Security Department publishes the [Annual Security Report](#). This report is distributed annually email to faculty, staff and students. The report is available on the [Safety and Security website](#). The Annual Security Report is also available on the [IPEDS College Navigator website](#) and on the [OPE Campus Security Statistics website](#).

Voter Registration

Pellissippi State Community College makes [voter registration](#) information available the [Student Affairs website](#). The College conducts periodic voter registration drives through the [Service Learning](#) department and through the [Student Life and Recreation](#) department.