

ACADEMIC INFORMATION & SERVICES

Whom to Contact if You ...

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|---|---|
| Need assistance in obtaining a job..... | Placement |
| Want to drop or add a course | Enrollment Services/www.pstcc.edu |
| Withdraw from Pellissippi State | Student Assistance Center/Site Campus Counselor |
| Want permission for a special event or activity | Student Life and Recreation |
| Have financial obligations to Pellissippi State..... | Cashier |
| Want to put a notice on the bulletin board | Student Life and Recreation |
| Need a refund from vending machines | Cashier |
| Need to notify someone in case of emergency | Student Success and Enrollment Management |
| Want to participate in student activities | Student Life and Recreation |
| Want to change majors..... | Enrollment Services |
| Want assistance in selecting a career field | Student Assistance Center |
| Are in need of a loan or scholarship..... | Financial Aid |
| Need counseling services | Student Assistance Center |
| Want to schedule a makeup test | Instructor |
| Need to type a letter or report | Open Computer Labs |
| Need a letter or report typed..... | Center for Advanced Office Systems |
| Need a tutor..... | Learning and Testing Center |
| Need accommodations for a disability | Services for Students With Disabilities |
| Feel you have been discriminated against..... | Affirmative Action Officer |

In This Section:

- Statement of Philosophy for the First Year of College
- General Academic Policies
- Developmental Studies Program (DSP)
- Developmental Studies Placement
- Alternative Class Schedules
- Distance Learning
- Academic Retention Practices
- Academic Probation Standards
- Library Services
- Educational Technology Services
- Open Lab
- Helpdesk
- Learning and Testing Center

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

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

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

Pellissippi State operates on the semester system, with the standard academic year consisting of two terms of 15 weeks each. The standard credit is the semester hour.

Degrees. Pellissippi State offers the following degrees:

Associate of Arts (A.A.)—Refer to College Transfer/University Parallel Programs.

Associate of Science (A.S.)—Refer to College Transfer/University Parallel Programs.

Associate of Science in Teaching (A.S.T.)—Refer to College Transfer/University Parallel Programs.

Associate of Applied Science (A.A.S.)—Refer to Career/Technical Programs.

Graduation Requirements. In order to obtain a degree or certificate, students must complete the general requirements as prescribed by Pellissippi State and specific requirements set forth for the program. Requirements include

1. Minimum residence for associate's degrees. The last 20 credit hours preceding graduation with an associate's degree must be completed at Pellissippi

State. For an active-duty service member, 25 percent of the required credit hours must be completed at Pellissippi State. In addition, at least 12 hours of coursework in the major preceding graduation with an Associate of Applied Science degree must be completed at Pellissippi State.

Minimum residence for certificates. Thirty percent or more of the total credit hours required for certificate completion must be completed at Pellissippi State. For an active-duty service member, 25 percent of the required credit hours must be completed at Pellissippi State.

2. Minimum credit hours. Each candidate must complete at least 60 credit hours to be eligible for the associate's degree.
3. Minimum grade-point average. A cumulative grade-point average (GPA) of at least 2.0 on all college-level coursework at Pellissippi State is required for graduation.
4. Major studies. Completion of the curriculum for the major chosen is required for graduation.
5. Degree application. Each prospective candidate must file an Intent to Graduate form during the semester preceding the semester of anticipated graduation and pay a \$25 graduation fee. Forms may be obtained in the Cashier's Office.
6. Catalog option. The student must meet the requirements for graduation under any one catalog in effect during the student's attendance at Pellissippi State, provided that the catalog used is within six years of the date of graduation for degree programs. Articulation agreements may specify shorter completion periods. This option does not exempt anyone from the general requirements of Pellissippi State.
7. Commencement. An annual commencement exercise is scheduled at the end of each spring semester.
8. Exit testing. As required by public policy, a student may, as a prerequisite for graduation, be required to take one or more tests designed to measure achievement in general education and in the major. The purpose of such examinations is to evaluate the effectiveness of the College or the program. Participation in testing may be required of all students, in selected programs, and/or of students selected on a sample basis. In order to comply fully with this provision, students must authorize the release of their scores to the College. Unless otherwise provided for in an individual major, however, no minimum score or level of achievement is required for graduation. Individual student scores are confidential. Students not complying with requested testing provisions will have their transcripts and diplomas placed on hold.
9. Candidates for the Associate of Science in Teaching degree must attain a 2.75 grade-point average, successfully complete the Praxis I exam and achieve satisfactory disposition assessment ratings. All AST students must meet the requirements of state law (TCA 49-5-413) by submitting to a Tennessee Bureau of Investigation criminal history records check and supplying a fingerprint sample.
10. Candidates for a second associate's degree must meet the following requirements:

- A. The first degree must have been awarded by Pellissippi State or another associate’s degree-granting institution of higher learning.
- B. A minimum of 20 semester hours of coursework must have been completed at Pellissippi State after requirements for the first associate’s degree.
- C. All curriculum requirements for Pellissippi State must be met.
- D. A 2.0 grade point average must be attained on all college-level coursework.

GENERAL ACADEMIC POLICIES

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

Attendance Recording. Financial aid recipients are advised that attendance must be reported by the instructor for each course in which the student is enrolled before the student may pick up a financial aid check. Attendance for veterans receiving benefits is reported during the add period and monthly thereafter. Students enrolled in distance learning courses must meet instructor requirements for communication and completion of assignments to be reported as attending. (See also Return of Title IV Funds in the Financial Aid section of this Catalog and Handbook.)

Grading System. Grades become available as they are received and processed. Letter grades are used to indicate quality of work achieved by a student, knowledge of the subject, ability to apply this knowledge, and work habits and practices.

| Grade | Quality Points Awarded Per Semester Hour |
|-----------|---|
| A | 4.0 |
| B+ | 3.5 |
| B | 3.0 |
| C + | 2.5 |
| C | 2.0 |
| D | 1.0 |
| F | 0.0 |

The academic standing of a student is expressed in terms of a grade-point average (GPA). The GPA is determined by dividing the total number of quality points by the total number of credit hours attempted. Grades described below are not included in the standard calculation of GPA:

E (Extension)—The grade of E is used for developmental studies courses only and does not count as hours attempted in determining the GPA for the semester in which the grade is issued. The extension allows the student to reenroll in the course in the subsequent semester. When the student reenrolls in the course, the final grade is issued for that semester and the previously awarded E grade remains unchanged.

I (Incomplete)—An Incomplete or I grade indicates that a student was passing a course at the end of the semester but was unable to complete all the requirements due to uncontrollable circumstances. It also indicates that the instructor approved the student's request to complete the remaining requirement(s) on or before instructor-specified dates. The instructor and the program coordinator must approve the assignment of an I grade in a DSP course. Instructors elect to assign I grades only in highly unusual situations; I grades cannot be assigned to allow students to raise deficient grades by submitting additional work or by repeating any part of a course.

Incomplete grades are replaced with earned course grades when students fulfill instructors' expectations for course completion; otherwise, students whose academic performance is judged as unsatisfactory by the instructor or who do not submit required assignments in a timely manner are assigned F grades. Unless the I is changed by the instructor prior to the date published in the College Catalog and Handbook, the I converts to an F grade. Spring and summer Incompletes must be removed by midterm of the following fall; fall semester Incompletes must be removed before midterm of the following spring. The instructor has the prerogative to limit the time allowed for completion. Incompletes also become F grades if students enroll in the same course in the semester after an I is received unless the course is dropped before registration ends. An I grade is not counted in the student's GPA at the time it is received. The grade replacing the I is included in the GPA. **Warning to financial aid recipients:** The I grade is considered an F in determining financial aid eligibility.

AU (Audit)—This grade indicates the student elected to enroll in the course for no grade and no credit. Audits do not replace grades previously issued, and DSP courses cannot be audited. Audit students are expected attend class. A student can change from audit to credit or credit to audit through the last day to add a course. (See the Academic Calendar in the front of this Catalog and Handbook.) To audit a course, the student must so indicate on the registration or drop/add form.

W (Withdraw)—A grade of W indicates a student has officially withdrawn from a course after the deadline to drop a course without a grade of W as published in the Academic Calendar. A student may officially withdraw from any course during the first two thirds of the term following the first day of classes. The deadline to drop a course with a grade of W is also published in the Academic Calendar. A W grade will not be computed in the GPA. See Drop, Add, and Withdrawal Standards in the Admissions and Registration section of this Catalog and Handbook.

P (Pass)—This grade indicates a student successfully completed and has been awarded credit for a course. This grade is not computed in the GPA.

NP (No Pass)—This grade indicates a student did not successfully complete a course and was not awarded credit. This grade is not computed in the GPA.

(Repeat)—This indicates the student is repeating a course for the purpose of increasing the mastery necessary for successful performance in a later course or for the purpose of increasing his/her GPA. In computing the GPA of a student who has repeated one or more courses, Pellissippi State will count only the last grade received in the repeated course or courses and count hours attempted only once, provided the number of repeats in any single course does not exceed two (three attempts). In the event a student repeats a course more than twice, the grade

in the third and later attempts shall be used in determining the GPA. Students may be permitted to repeat a course in which a grade of B or higher was earned only with the approval of the vice president of Learning.

Veterans or other eligible people repeating courses for which they have passing grades (D or higher) and for which they have been paid are cautioned not to claim these courses for pay.

Academic Awards and Honors. Students graduating with the following grade-point averages in college-level courses will receive an honors designation on their diplomas:

| | |
|-------------------|-----------------|
| 3.90 - 4.00 | Summa Cum Laude |
| 3.70 - 3.89 | Magna Cum Laude |
| 3.50 - 3.69 | Cum Laude |

In addition to graduation honors, Pellissippi State recognizes outstanding college-level students through the dean's list (3.50-4.00 GPA). Students are eligible upon completion of 12 college-level hours per term of Pellissippi State coursework.

Other significant recognition is presented to outstanding graduates as selected by faculty. Developmental studies courses are not considered in determining eligibility for academic awards, honors or dean's list.

Course Waiver and Substitution. Under special circumstances, a course may be waived by the dean with approval from the vice president of Learning (except developmental studies courses). Waivers are granted when necessitated by course deletions or other curriculum changes. Since no credit is awarded for a course waiver, a course of equal or greater credit must be substituted for a course that has been waived. The student's academic advisor gives primary consideration to courses from the same discipline as the course waived in identifying an appropriate substitute.

Maximum Load. The normal load for a full-time student per semester during the academic year is 15-20 credit hours, with 20 credit hours being the maximum. Any student requesting a course load above 20 hours must have dean approval. Students in Career/Technical programs should see the dean responsible for their major. Students in University Parallel programs should see their assigned academic advisor's dean.

Independent Study. Generally only courses that are not offered in the regular class schedule and are required for graduation within one term may be considered for independent studies. Students who can prove to the satisfaction of faculty that they are capable of independently mastering the content of a course may be eligible to enroll in a course on an independent study basis. Permission must be granted by the instructor and the dean responsible for the course. Fees for independent study courses are the same as those assessed for traditional courses. Students are given one semester to complete a course taken as independent study.

Examinations will be given by the faculty member as the student progresses through the assigned material. It is the student's responsibility to meet with the faculty member to provide progress reports and to arrange examinations throughout the semester to complete the course material.

If the independent study course is passed, the student is awarded full course credit. If the course is failed, the student may not subsequently request another independent study of that course. Grades of A, B+, B, C+, C, D, F, W or I are assigned.

Concerns or Complaints Regarding Instructors or Academic Advisors. A

student who has a concern or complaint regarding a Pellissippi State instructor (or club sponsor, counselor or advisor) should follow these steps:

1. Discuss the concern with the instructor (or club sponsor, counselor or advisor).
2. If the problem is not resolved, the student or the instructor/sponsor/counselor/advisor may then contact the appropriate dean/supervisor. Note: A student who wishes to appeal the final grade in a course must contact the dean and file a Course Grade Appeal within the first 20 calendar days of the following semester (excluding summer).
3. If the student continues to be dissatisfied, he or she should ask the dean/supervisor to contact the vice president of Learning. The vice president of Learning will determine any additional steps to be taken.

Complaints regarding discrimination or harassment should be directed to the College's affirmative action officer.

DEVELOPMENTAL STUDIES PROGRAM (DSP)

In order to be successful in college-level courses, students must have adequate foundational knowledge and skills. Pellissippi State provides refresher courses in reading, English, math and study skills to assist students in developing college-level skills in each of these areas. Students are placed into these courses based on the results of a placement test.

First-time degree-seeking students who are under 21 years of age must present valid ACT or SAT scores for placement decisions. First-time degree-seeking students who are over 21 years of age must undergo placement testing or provide valid ACT or SAT scores. Transfer students who have not successfully completed equivalent English and mathematics courses at another approved higher education institution must also undergo placement testing or provide valid ACT or SAT scores. Other students experiencing difficulty in college-level courses may request a test appointment for an analysis of academic skills. Once tested, students must enroll in recommended DSP courses. A student may appeal placement in a DSP course by meeting with a counselor or the DSP director. If the appeal is approved, additional testing may be required. All challenge testing must be completed before the first day of classes. (See Mandatory Placement of Degree Admission Students for additional information.)

Developmental Studies Programs are individualized as much as possible, and students are encouraged to take responsibility for their own learning. If a student does not complete the work in one semester but has demonstrated satisfactory progress during the semester, a grade of E will make it possible for that student to continue to work toward the completion of the course. Students may withdraw from a DSP course only for extraordinary reasons. (See Drop, Add, and Withdrawal Standards in the Admissions and Registration section of this Catalog and Handbook for additional information.)

DSP courses are available in several formats. Accelerated formats as well as other alternative DSP options and DSP and college-level course combinations are offered. The FLAG (Flexible Learning for Achievement and Growth) Center offers DSP courses in flexible formats that provide students with the opportunity to attend class while accommodating individual work and family scheduling problems. These accelerated, combined and flexible courses have been devel-

oped to enable students to complete their developmental studies requirements in less time.

English as a Second Language. If their assessment results indicate the need, students whose first language is not English enroll in the same DSP math courses as do native speakers. However, to help those students with particular skills in learning to write English effectively, the College offers special courses in reading and writing at the basic and developmental levels. To enroll in these courses students must submit minimum TOEFL scores of 450 on the paper-based examination or 133 on the computer based examination.

DEVELOPMENTAL STUDIES PLACEMENT

1. Students placing into any combination of two or more subject areas must take College Success COLL 1500. Any student enrolled in at least one DSP course may elect to take College Success COLL 1500.
2. Students may take courses listed only for their lowest level of placement.
3. Required developmental studies (DSP) courses are a priority over other courses listed on the Developmental Studies Advising Chart, located on this Web page: www.pstcc.edu/departments/curriculum_and_instruction/advising/dsp/rd-advising.htm.

ALTERNATIVE CLASS SCHEDULES

Fall and spring classes typically follow a standard 15-week schedule. Weekend classes meet within this time frame on Friday evenings, Saturday mornings and Saturday afternoons.

Classes are offered in abbreviated time periods during the fall and spring. During the summer semester, classes are offered in four-, five- and eight-week periods. All abbreviated time periods have their own drop/add dates that do not conform to the standard-schedule drop/add dates. Visit our Web site, www.pstcc.edu, for the specific payment and drop/add dates.

DISTANCE LEARNING

Pellissippi State offers a variety of courses through distance learning formats. Hybrid, two-way audio/video, videotape and Web-based options are available for Career/Technical and University Parallel students who need flexibility in scheduling and instructional methods. Contact Educational Technology Services, (865) 694-6593, or visit the ETS Web site, www.pstcc.edu/ets, for distance learning offerings and orientation information, or go to the College's home page: www.pstcc.edu.

Through combining Web courses and videotaped instruction offered at Pellissippi State, students may complete the 60 hours required for a general A.A./A.S. degree. These University Parallel degrees are intended for transfer to a four-year college or university. For information visit www.pstcc.edu/ets/dist_learn/index.html.

ACADEMIC RETENTION PRACTICES

Academic Support Services. Pellissippi State is committed to providing services needed to support students' academic success. Students who are experiencing difficulties in meeting the requirements of their program of study are encouraged to meet with a counselor. Counselors can identify available resources and services to assist students in achieving their educational goals by (1) making referrals to appropriate offices or agencies to address students' individual needs, (2) helping with the selection of a major based on career interests and abilities and

(3) providing personal counseling and personal development workshops. In addition, tutoring services and multimedia learning aids are available to students through the Learning and Testing Center, (865) 539-7079.

ACADEMIC PROBATION STANDARDS

Academic Probation. A student who fails during any term to attain a cumulative GPA at or above the level indicated below for the hours attempted will be placed on academic probation for the subsequent term:

| <u>Total Hours Attempted</u> | <u>Minimum Required GPA</u> |
|---|-----------------------------|
| 14 and under | No minimum |
| Over 14 to 26..... | 1.0 |
| Over 26 to 40..... | 1.4 |
| Over 40 to 48..... | 1.7 |
| Over 48 to 56..... | 1.9 |
| Over 56..... | 2.0 |
| (E, I, P, NP and W grades are not used in calculating GPA.) | |

Academic Suspension. At the end of the probationary term, a student on academic probation who has failed to attain either the above cumulative standard or a 2.0 GPA for that term will be suspended for one term. For the student who is suspended at the end of the spring term, the following fall term is considered to be the term of suspension. The second occurrence will subject the student to a three-term suspension.

Appeals. A student who has been suspended may request continuance because of special circumstances through the Counseling Services Office. A student allowed to continue will receive academic counseling and will develop an academic intervention plan that could result in a reduction in course load; redirection in program selection, testing and/or course placement; and required attendance at workshops on topics relating to academic planning and goal setting.

LIBRARY SERVICES

The mission of Library Services is to provide quality academic library support for the College community. Library Services provides access to resources for research, enrichment and general reading. The Library houses a collection of approximately 62,000 books in print and 45,000 electronic books, searchable through the Library's Web-based online catalog. Periodical resources include a print collection of more than 250 current titles and online periodical databases providing full-text coverage to more than 6,000 journals. Online research databases in specific and general subject areas and access to Internet resources are available. The Library has Subject Guides that provide starting points for research and informational needs.

The Library's Web page—www.pstcc.edu/library—provides access to the online catalog, online databases, World Wide Web search engines and browsing sites, a selection of World Wide Web reference resources, and Subject Guide pages for library and World Wide Web curriculum-related resources. Librarians present in-class instruction in the use of information resources at the request of instructors. In addition, workshops of interest to the College community are scheduled throughout the semester. The Library's Reference Desk provides research and reference assis-

tance in person, on the telephone, and via the Web. For scheduled hours of operation during the semester, check the Library's Web site, www.pstcc.edu/library, or contact the Reference Desk, (865) 539-7107, for assistance.

Borrowing Privileges. The Library's collection of resources and materials is available to currently enrolled Pellissippi State students, faculty and staff members. A Pellissippi State identification card with current validation must be presented in order to borrow books, periodicals and reserve materials. Books may be checked out for two weeks; single periodical issues, except the most current issue, may be checked out for three days. Most items on reserve are for two-hour, in-library use only. There is no limit on the number of books and periodicals that may be checked out. Books may be renewed, provided that no other patron has requested the item, by calling or stopping by the Circulation Desk. Materials may also be extended online via the Web-based online catalog provided materials are not overdue. Please request renewal of materials before they become overdue. In order to provide maximum availability for all users, periodicals may not be renewed. Students enrolled and staff working at extended campus locations may request circulating books or periodical articles through the intercampus loan service (See entry for Library Services at Satellite Campuses) or by visiting the Library at the Pellissippi Campus. Call the Circulation Desk at (865) 694-6516 for further information.

Overdue and Damaged Material. Overdue items must be returned before additional materials may be checked out. The Library does not charge daily fines for the late return of materials. However, keeping materials past the due date will result in overdue notices. Approximately one month after the due date, library materials are deemed lost and a bill is sent for the replacement cost of each item, plus a per item processing fee of \$15 for fully cataloged books or \$5 for periodicals and other uncataloged materials. Lost or damaged items will be billed at the same rate. **Processing fees are not refundable** once a bill has been sent. Payments made for the replacement cost of overdue or lost items are refundable up to one year if an item is returned in good condition. Call the Circulation Desk at (865) 694-6516 for further information.

Online Research Databases and Materials. A diverse set of online research resources is available. These resources can be accessed at the Library, at satellite campus ERCs and from the Library's Web pages (www.pstcc.edu/library). Resources include the Library's online catalog, full text access to the netLibrary eBooks collection and additional full text databases in a variety of subject areas. To access these resources from off campus, enter your Pellissippi State user name and password as prompted.

Internet resources at the Library's Web site include Subject Guide pages, selected reference Web sites, and a page of recommended search engines and Web directories.

Other electronic resources include CD-ROM products available in the Library Reference area and at the satellite campus ERCs. Contact the Reference Desk at (865) 539-7107 for additional information.

Interlibrary Loan. Books and periodical articles not owned by Library Services but needed to complete research projects can be requested via interlibrary loan. Interlibrary loan services are available only to enrolled students, faculty and staff. Please allow two to three weeks for delivery of requested items. Contact the Circulation Desk at (865) 694-6516 for further information.

Borrowing Agreement, University of Tennessee-Knoxville and other TBR/UT

Schools. TBR/UT borrowers' cards that authorize library borrowing privileges at the University of Tennessee-Knoxville and other participating UT and TBR institutions are available at the Library Circulation Desk at the Pellissippi Campus and at the ERC service desk at other campus locations. The cards are available to currently affiliated Pellissippi State students, faculty and staff members. A valid TBR/UT card and a photo ID must be presented at the lending library in order to check out materials. No other form of ID will be accepted. Borrowers are subject to the rules and policies of the lending library and are responsible for any financial obligation incurred at the lending institution. Contact the Library Circulation Desk at (865) 694-6516 for further information.

Identification Cards. Pellissippi State identification cards are issued and validated at the Library Circulation Desk at the Pellissippi Campus and at the ERC service desk at other campus locations. Distance education students and faculty living farther than 30 miles from Pellissippi State may request that an ID be mailed to their residence. Identification cards are issued to new students approximately one week after the final registration date. In subsequent semesters, the identification card will be revalidated once a student completes registration and fee payment.

Identification Card Replacement. The first student identification card is issued to new students at no charge. There is a replacement charge of \$1 for lost or damaged cards. This fee is paid at the Cashier's Office during regular business hours. Present the receipt at the Library Circulation Desk at the Pellissippi Campus or the ERC at satellite campus locations for issuance of a new ID card. The ID card may be requested in order to use library materials and other college resources. Call the Circulation Desk at (865) 694-6516 for further information.

Library Services at Satellite Campuses. Access to library services at the Blount County Center, Division Street Campus and Magnolia Avenue Campus is provided by the Educational Resource Centers at these locations. A general circulating collection, providing students with the experience of browsing, is available at each center. An up-to-date reference collection, a selection of newspapers and general interest periodicals, and reserve materials are also available. Each ERC has access to the Library's online catalog and all online and CD-ROM resources. Online databases and resources accessed via the Internet are available from any location, on or off campus. An intercampus loan service provides access to the circulating collections at each location and to periodical articles available in the Library at the Pellissippi Campus. ID cards and UT/TBR borrower cards are issued at each ERC (See earlier Borrower Agreement and Identification Cards).

Additional materials in hospitality, law, and photography are available in the ERC at Division Street in support of the Hospitality and Paralegal Studies programs. Regardless of residence, Blount County Center students have access to the collection and resources of the Blount County Public Library.

For further information and for scheduled hours of operation during the semester, contact the respective campus: Blount County Center ERC: (865) 981-5325; Division Street ERC: 971-5215; Magnolia Avenue ERC: 329-3110; or view the Library's Web pages at www.pstcc.edu/library and select "Hours." Extended campus ERCs are closed Saturday and Sunday.

EDUCATIONAL TECHNOLOGY SERVICES

Audiovisual and projection equipment is available in Educational Technology

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

OPEN LAB

Network and Technical Services' Information Technology Support Center provides Open Computer Labs on all Pellissippi campuses. Microcomputers may be used on a first-come/first-served basis by students. Students are required to log onto computers using their general account information. The student general account provides access to e-mail, internet, etc. All students, full time and part time, are authorized to receive a student general user account upon completing the registration process. The account is activated on the first day of classes for the current semester. The Open Labs have both PCs and Macs.

The Open Lab on the Pellissippi Campus is located in the Educational Resources Center, Room 327. The Open Lab at Blount County is scheduled around classes in Room 105. The Open Lab at the Division Street Campus is located in Room 138; the Magnolia Avenue Campus Open Lab is in Room 147. Except for the occasional scheduling of classes in Blount County into Room 105, the Open Labs are reserved for general student use and may not be scheduled for classes. Hours of operation are posted in each of the Open Labs and on the Information Technology Support Center home page: www.pstcc.edu/departments/itsc. Lab assistants are on duty during Open Lab hours.

HELPDESK

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

LEARNING AND TESTING CENTER

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

- Tutoring by faculty in math, writing, chemistry and other subjects
- Mathematics instructional tapes
- Access to computers and printers for e-mail and word processing
- Access to personal computers for tutorials
- CD collection for easy listening or music students
- Excellent group or individual study space
- GED and basic skills preparation program
- Paid tutor bank for locating a personal tutor
- Preparation for the college placement test
- Makeup testing and standardized testing

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