The Handbook is designed to provide general information considered to be valuable for employees of Chattanooga State Community College. Specific information regarding policies may be found on the College’s intranet system.
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SECTION 1
History, Mission Statement, Organizational Chart,
President’s Message and Administrative Organization

ADMINISTRATIVE STANDING COMMITTEES:
For information regarding this subject, please refer to College Policy # 02:07:02 (Administrative Standing Committees) on the “Administrative Organization” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ASSOCIATIONS, CABINETS, COUNCILS, AND COMMITTEES:
For information regarding this subject, please refer to College Policy # 02:07:00 (Associations, Cabinets, Councils, and Committees) on the “Administrative Organization” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

CAMPUS COLLEGIALITY:
For information regarding this subject, please refer to College Policy # 02:01:01 (Campus Collegiality) on the “Administrative Organization” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

COLLEGE-WIDE STANDING COMMITTEES:
For information regarding this subject, please refer to College Policy # 02:07:01 (College-Wide Standing Committees) on the “Administrative Organization” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

COMMUNITY ADVISORY COMMITTEES AND BOARDS:
For information regarding this subject, please refer to College Policy # 02:07:03 (Community Advisory Committees and Boards) on the “Administrative Organization” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

HISTORY: Chattanooga State Community College’s history shows its commitment to the community and its ability to adapt.

When it opened in September 1965 on Fourth and Chestnut Streets, the College was known as Chattanooga State Technical Institute, a two-year, co-educational, college-level institution. It was the state’s first technical college, and Southeast Tennessee’s first public institution of higher education. In 1965, the College moved to its present location; since then, it has grown into a multi-million dollar complex.

Chattanooga State Technical Institute’s goal was to prepare students with marketable technical skills that would bridge the gap between the engineer and the craftsman. The technical programs offered A.S. and A.E. degrees and certificate programs, while remaining flexible to students and industry needs.

In 1973, Chattanooga State Technical Institute was renamed Chattanooga State Technical Community College. Senate Bill 1010 assured the College would:
• provide comprehensive one and two-year occupational, college parallel, continuing education, and community service programs;

• provide quality technical and scientific occupational programs;

• serve as a regional technical school to train engineering technicians or technical workers in the fields of production, distribution, or service.

Chattanooga State’s mission expanded to include vocational education on July 1, 1981, when the State Area Vocational-Technical School merged with the College. That merger was made permanent by the Tennessee legislature effective July 1, 1983. In 2009, the Tennessee legislature passed a bill changing the name of the college to Chattanooga State Community College and this change became effective July 1, 2009.

Today, Chattanooga State Community College continues to emphasize two-year technical programs and the expanded dimension of the comprehensive community college. Thus, the College is committed to meeting the needs of Chattanooga and Hamilton, Rhea, Sequatchie, Marion, Bledsoe, and Grundy counties.

KEY STAFF:

For information regarding this subject, please refer to College Policy # 02:03:00 (Key Staff) on the “Administrative Organization” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

MISSION STATEMENT:

Purpose: Transform the lives of individuals and develop the capacities of business, industry and the communities within the Chattanooga State service area and beyond through the power of technical and postsecondary education.

Standing: Chattanooga State is nationally recognized for entrepreneurial initiatives, excellence in student support, curricular innovation, use of technology, and responsiveness to its community. The College is a leader in community, economic and workforce development, the use of advanced technologies in instruction, life-transforming support services based on a culture of care for all students and employees, and maintaining an environment of open access to learning where high academic standards and personal integrity are prized. Chattanooga State affords equal opportunity to all persons.

Commitments: Chattanooga State is committed to these objectives:

• Selecting and supporting faculty and staff members known for superior teaching, applied research, and professional service.
• Encouraging all employees to grow personally and professionally and create community awareness of their capabilities.
• Providing educational programs and services that are of high quality, timely, created through scholarly program design, and responsive to community needs.
• Instilling a desire for lifelong learning and a love of knowledge in all members of the College family.
• Fostering a climate of success for all students through counseling, support groups, financial aid, career planning, advisement, library facilities, laboratories, tutoring, co-curricular activities, sports, and recreation.
• Ensuring that all of these mission commitments are publicly accountable and accomplished through the careful utilization of resources, strategic planning, financial controls, employee professional development, public/private partnerships, and alternative funding, where possible.
Description: Chattanooga State is a comprehensive, regionally-accredited community college in the Tennessee Board of Regents College System. Founded in 1965, Chattanooga State offers a wide array of programs and services including:

- Degree and certificate study for career preparation and Advancement
- University parallel (transfer) studies leading to associate degrees
- Partnerships with secondary schools, state and community agencies, and the private sector
- Non-credit coursework (including CEU study)
- Transitional Studies (reading, writing and basic math)
- Adult Education/GED preparation/English as Second Language
- Technological and occupational training
- Cultural diversity and environmental health initiatives

Chattanooga State serves a six-county area of Southeast Tennessee and bordering counties of north Georgia and Alabama as an open-entry postsecondary institution offering over 50 majors of study toward these degrees and certificates:

- Associate of Arts
- Associate of Science
- Associate of Applied Science
- Technical Certificates
- Institutional Certificates
- Tennessee Technology Center Diplomas and Certificates

ORGANIZATIONAL CHART:

For information regarding this subject, please refer to College Policy # 02:01:00 (Organizational Chart) on the “Administrative Organization” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

PRESIDENT’S MESSAGE:

For information regarding this subject, please refer to College Policy # 02:02:00 (President’s Message) on the “Administrative Organization” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
SECTION 2
Employment Policies And Practices

ATTENDANCE:

For information regarding this subject, please refer to College Policy # 06:10:00 (Attendance) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” on the College’s intranet system.

BLOOD BORNE PATHOGEN EXPOSURE AND HEPATITIS B:

The purpose of the College’s Blood Borne Pathogen Exposure Control Plan is to minimize or eliminate potential exposures to the Human Immune Deficiency Virus (HIV) and Hepatitis-B Virus (HBV) in accordance with the requirements specified in OSHA’s 29CFR1910.1030 plan. This plan applies to all exposure to human blood, body fluids, and other potentially infectious materials regardless of how small or seemingly insignificant.

Employees working in departments and job classifications that might involve exposure to such potentially infectious materials are expected to participate in annual training sessions on blood borne pathogen exposure and Hepatitis B. The Hepatitis B vaccination is made available at no cost to these employees. With the exception of the Nursing and Allied Health Division, all vaccination arrangements are made by Human Resources.

Detailed information regarding this topic is available in a document entitled “Chattanooga State Community College Blood Borne Pathogen Exposure Control Plan (Revised)” which is available in Human Resources.

CERTIFIED PROFESSIONAL SECRETARY EXAMINATION:

For information regarding this subject, please refer to College Policy # 06:15:00 (Certified Professional Secretary Examination) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

COMPLETION OF CONTRACTS AND I-9’s:

All contracts and I-9’s must be signed on or before the 1st day of employment and forwarded immediately to Human Resources. Departments should also send copies of signed contracts to payroll. Contracts and I-9’s not received by the 10th of the month, in which the employee is to be paid, will not be processed until the following month. If the employee is an adjunct or temporary employee who has worked here previously, it is the responsibility of the employee’s department to verify that an I-9 is on file with Human Resources.

CONFLICT OF INTEREST:

All employees serve a public interest role and thus have a clear obligation to conduct all affairs of the College in a manner consistent with this concept. All decisions of the College employees are to be based on promoting the best interests of the College and the public good. Employees must report any activity that constitutes a potential conflict of interest by submitting a Conflict of Interest Disclosure Form (see Appendix A of Employee Handbook) to the senior level administrator of the area in which the employee works and to the Conflict of Interest Disclosure Review Committee. The form may be obtained from the Human Resources Office.
Examples of situations or activities which may create a conflict of interest follow. This list is illustrative, and not exhaustive.

- Self-dealing, which includes purchase of State-owned surplus property without fair, open bidding; purchasing from family members; using a textbook authored by the employee without proper review and approval; and accepting gifts, gratuities, or favors.
- Inappropriate use of students or support staff.
- Inappropriate use of State-owned resources.
- Failure to disclose intellectual property developed within the employee’s scope of employment, during the employee’s work hours, using College resources (See College Policy # 06:79:00 [Intellectual Property] on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system and Tennessee Board of Regents Policy # 5-01-06-00)(Intellectual Property.)

Additionally, the President, the Director of Tennessee Technology Center, coaches, assistant coaches and employees of the athletic department, and those employees who report directly to the President or to the Director of the Tennessee Technology Center, deans, and administrative department heads must annually file formal disclosure statements. This annual procedure is administered by the President’s Office.

For detailed information on conflict of interest, see Tennessee Board of Regents, Policy # 1-02-03-10 (Conflict of Interest) and Appendix B (Conflict of Interest Disclosure Review Committee By-Laws). Questions regarding applicability of this policy to a particular situation should be addressed to the Chairperson of the Conflict of Interest Disclosure Review Committee.

CONTRACTS:

Personal, professional, or consulting services; dual service agreements; and use of campus facilities agreements are explained in detail in Tennessee Board of Regents Guideline # G-030)(Contracts and Agreements). Additional information may be obtained from the Assistant Vice-President (Grants, Contracts, and Student Accounts). Additional information is also available in College Policy # 05:07:00 (Contract Policies) in the “Business and Finance” tab of the Chattanooga State “Policies and Procedures” on the College’s intranet system.

CUSTOMER SERVICE PHILOSOPHY:

Customer Service sets Chattanooga State apart. By recognizing the diverse community we serve, we pledge to understand the varying needs of the community and to address them by:

- Responding in a timely manner.
- Providing accurate information.
- Maintaining the highest level of courtesy at all times.
- Putting students and the community first in all decisions and actions.

The College believes in anticipating customer expectations and exceeding them.

DIRECT DEPOSIT:

All Chattanooga State employees are required to have their wages direct deposited to the financial institution of their choice. Forms are available in the Payroll office. The Payroll office must receive requests for this service by the 10th of the month to be processed in the current payroll cycle.
**DRUG-FREE POLICY:**

The unlawful manufacture, distribution, possession, or use of alcohol and illicit drugs on the Chattanooga State campus, on property owned or controlled by the College, or as part of any activity of the College is strictly prohibited. All employees, students, and visitors are subject to all applicable federal, state, and local laws related to this matter. Any violation of this policy will result in disciplinary actions.

Possible maximum penalties for first-time violations include: (1) Supervised release, (2) Imprisonment for a period up to life, (3) Fines of up to $4,000.00, or (4) Any combination of the above. These sanctions are doubled when the offense involves distribution or possession at or near a school or college campus, or distribution to persons less than 21 years of age.

The College will impose the appropriate sanction(s) on any employee or student who fails to comply with the terms of this policy.

As a condition of employment, each employee, including student employees, must abide by the terms of this policy, and must notify their immediate supervisor of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction. Possible disciplinary sanctions for failure to comply with this policy, including failure to notify of conviction, may include one (1) or more of the following: (1) Letter of warning, (2) Probation, (3) Suspension, (4) Termination, (5) Mandatory satisfactory completion of a drug/alcohol abuse or rehabilitation program, or (6) Referral for prosecution.

Possible disciplinary action for students who fail to comply with the terms of this policy may include the following: (1) Warning, (2) Reprimand, (3) Probation, (4) Suspension, (5) Expulsion, (6) Mandatory satisfactory completion of a drug/alcohol abuse or rehabilitation program, or (7) Referral for prosecution.

**DRUG TESTING:**

Employees are prohibited, while on duty or on college property, from being under the influence of alcohol or illicit drugs. If the College has reason to believe that an employee is under the influence of alcohol or illicit drugs, it may require the employee to submit to drug testing. A positive drug test will result in immediate termination.

**EMPLOYEE PROGRESSIVE DISCIPLINARY PROCEDURES:**

For information regarding this subject, please refer to College Policy # 06:44:00 (Employee Progressive Disciplinary Procedures) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**EMPLOYMENT-AT-WILL:**

Chattanooga State Community College is an employment-at-will institution. Nothing in this handbook is intended to provide or guarantee employment for any specified period of time. Terms of at-will employment can only be modified by a written contract signed by the President of the College and the employee.

**EMPLOYMENT CLASSIFICATION AND DESIGNATION:**

For information regarding this subject, please refer to College Policy # 06:46:00 (Employment Classification and Designation) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
EMPLOYMENT VERIFICATION:

Requests for employment verification from previous/current employers should be referred to the Payroll Office. The information released by the Payroll Office is restricted to employment dates and job title. Salary information will be released only if the Payroll Office has written authorization from the employee. Other requests for pre-employment references should be referred to the Director of Human Resources.

FAMILY AND MEDICAL LEAVE ACT:

For information regarding this subject, please refer to College Policy # 06:51:00 (Family and Medical Leave Act) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

FLEXIBLE WORK SCHEDULE FOR NON-FACULTY:

For information regarding this subject, please refer to College Policy # 06:53:00 (Flexible Work Schedule for Non-Faculty) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

HIRING A NEW EMPLOYEE:

For information regarding this subject, please refer to College Policy # 06:59:00 (Hiring A New Employee) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

INITIAL EMPLOYMENT PROBATIONARY PERIOD:

For information regarding this subject, please refer to College Policy # 06:84:00 (Initial Employment Probationary Period) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

INVOLUNTARY SEPARATION/TERMINATION GUIDELINES (FACULTY NON-RENEWAL OR NON-TENURE):

Termination of faculty or the non-renewal of non-tenured faculty is governed by Tennessee Board of Regents Policy # 5-02-03-10 (Academic Freedom, Responsibility, and Tenure at the Tennessee Technology Centers), Tennessee Board of Regents Policy # 5-02-03-20 (Tenure in Non-Faculty Positions), and Tennessee Board of Regents Policy # 5-02-03-70 (Academic Tenure for Community Colleges). Please refer to these policies for detailed information.

INVOLUNTARY SEPARATION/TERMINATION GUIDELINES (NON-FACULTY NON-RENEWAL OF CONTRACT):

The supervisor will initiate a letter recommending termination or non-renewal of an employee contract. A minimum notice of fourteen (14) days for support personnel and thirty (30) days for administrative personnel is required if the employee is terminated based on the terms of the contract unless the termination date occurs within the employee’s probationary period. Terminations during the probationary period do not require a notice. If the employee is being terminated for cause (which is outside the terms of the contract), the termination date will be determined by the President.

The supervisor will then complete the Personnel Action Form and attach a copy of the letter recommending termination. These forms will then be routed as indicated on the Personnel Action Form.
If appropriate, a copy of the employee’s time or leave records will be submitted to the Payroll Office.

Upon receipt of the signed Personnel Action Form and letters from the President, Human Resources will send the employee the Employee Exit Form Notification and Exit Form. Human Resources will also contact the employee and schedule an exit interview.

A copy of the Employee Exit Form Notification will be sent to the supervisor, the Vice President for the unit, and the Payroll Office.

At the time of the exit interview, Human Resources will provide the employee with a Separation Notice and the Termination of Employment Information Sheet. The Exit Form is then completed and the employee will surrender his or her Chattanooga State identification card.

Following the exit interview, Human Resources will send a copy of the Exit Form to the Payroll Office, the Computer Center, and the department as appropriate.

The Payroll Office will notify the Employee regarding his or her final check disbursement and annual/sick leave balance if applicable.

**JOB VACANCIES:**

Specific procedures and an online employment system (PeopleAdmin) are followed when working to fill a vacant position at the College. Upon request from the Human Resources Office, a document entitled Search Committee Guidelines Booklet is made available to supervisors and each search committee member. In addition, two documents regarding use of the PeopleAdmin system are also available from Human Resources (PeopleAdmin Training Document for Supervisors and Procedures in PeopleAdmin for Guest Users).

**NEPOTISM POLICY:**

For information regarding this subject, please refer to College Policy # 06:73:00 (Nepotism Policy) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**NEW EMPLOYEE ORIENTATION:**

Regular full-time and part-time staffers are introduced to Chattanooga State through an orientation program which is mandatory for employment with the College. The supervisor is responsible for scheduling the new employee’s start date with Human Resources prior to making the employment offer. In order to accommodate the payroll cycle, all new employee start dates and orientations are scheduled on the first working day of the month. College policies, services, and benefits are discussed and all forms are completed. All employees must provide verification of identity and work eligibility within three days of their employment date. Additionally, the employment contract, I-9 form, and W-4 form must be completed. The employee needs to make the payroll office aware of any changes in deductions, taxes, etc. no later than the 10th of the month in order to have such changes reflected on that month’s check.

**NOTIFICATION OF CHANGE IN NAME, ADDRESS, MARITAL STATUS, NUMBER OF DEPENDENTS, ETC.:**

Employees with a change of name, address, marital status, number of dependents, etc. must notify Human Resources in a timely manner.

The Personnel Action Form is available in the Human Resources Office and must be used by supervisors for the following actions: leave, leave of absence, parental leave, educational leave, maternity leave,
medical leave, military leave, personal leave, civil leave, intent to return from leave of absence, separation, retirement, resignation, probation, suspension, dismissal, death, faculty tenure status (after approval by the Tennessee Board of Regents), transfer, and promotion.

**OUTSIDE EMPLOYMENT/CONSULTING:**

For information regarding this subject, please refer to College Policy # 06:76:00 (Outside Employment/Consulting) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**OVERTIME AND COMPENSATORY TIME:**

For information regarding this subject, please refer to College Policy # 06:78:00 (Overtime and Compensatory Time) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**PERFORMANCE EVALUATIONS:**

For information regarding this subject, please refer to College Policy # 06:81:00 (Performance Evaluations) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**PERSONNEL RECORDS:**

For information regarding this subject, please refer to College Policy # 06:83:00 (Personnel Records) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**PROMOTION OF NON-FACULTY EMPLOYEES:**

For information regarding this subject, please refer to College Policy # 06:91:00 (Promotion of Non-Faculty Employees) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**RECLASSIFICATION OF JOBS:**

For information regarding this subject, please refer to College Policy # 06:87:00 (Reclassification of Jobs) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**REORGANIZATION OF A DEPARTMENT:**

For information regarding this subject, please refer to College Policy # 06:89:00 (Reorganization of A Department) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**SALARY INCREASE FOR EARNING ADVANCED DEGREES:**

For information regarding this subject, please refer to College Policy # 06:51:00 (Salary Increase for Earning Advanced Degrees) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
TEMPORARY EMPLOYMENT OF RETIRED MEMBERS:

Retired members of the Tennessee Consolidated Retirement System (TCRS) may return to service in a position covered by this system and continue to draw a retirement allowance under certain, limited conditions defined in the Tennessee Code Annotated, Section 8-36-805. The retiree should complete the TCRS Temporary Employment Report (available in the Payroll and Human Resource offices) before employment begins. The form, along with the individual’s employment contract, should be sent to the President’s Office via the supervisory chain of command. Upon presidential approval, the form will be forwarded to the Chancellor’s Office and then to the TCRS. The employee will then receive written confirmation from TCRS. Please contact the TCRS at (615) 741-1971 for additional information.

TIMESHEETS:

Preparation of Timesheets: Timesheets are prepared by all clerical and support staff and are submitted on the last working day of the month to their immediate supervisor for approval. Timesheets reflect actual work hours and under no circumstances should work periods be projected for employees. The accumulated hours worked (including holidays) for each week are recorded in the Total Hours Worked column of the timesheet. Leave pertaining to sick, annual, compensatory time, etc., is reported on the timesheet using the appropriate code and indicating the number of hours taken. Codes used for recording leave are indicated on the right-hand side of the timesheet. At the end of the month, timesheets are approved by the employee’s immediate supervisor and forwarded to the Business Office for recording.

Recording of Timesheets: Compensatory hours indicated in the Comp Time Earned column of the timesheet are calculated based on the number of hours required for that individual. Individuals exceeding 40 actual hours during a week receive time and a half for those hours in excess of 40. The compensatory hours indicated in the Comp Time Used column of the timesheet are matched to the compensatory time leave request forms submitted by the individual to verify accuracy. Compensatory hours earned and compensatory hours taken are recorded on a spreadsheet generated by the Business Office. The spreadsheet is comprised of the employee’s beginning balance for the fiscal year, monthly total earned and taken during each month, and an ending balance. After each timesheet has been properly recorded, the timesheet is then initialed by Business Office personnel and returned to the employee.

Source: Approved Executive Staff, President’s Cabinet, and President, August 21, 2000. Reviewed, January, 26, 2009. For information regarding this subject, please refer to College Policy # 05:35:00 (Time Sheet) on the “Business and Finance” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

VOLUNTARY SEPARATION/TERMINATION GUIDELINES:

Employee will submit a letter of resignation indicating last day of work.

Supervisor completes Personnel Action Form attaching copy of employee’s resignation letter and routes as indicated on the form. Supervisor will also submit a copy of the employee’s time or leave records to the Payroll office, if appropriate.

When the Personnel Action Form is received, Human Resources will send the employee the Employee Exit Form Notification and an Exit Form.

A copy of the Employee Exit Form Notification is sent by Human Resources to the employee’s supervisor, the Vice President for the unit, and the Payroll Office.

Human Resources will contact the employee to schedule an exit interview.

Employee completes the Exit Form as indicated.
Employee attends the exit interview in Human Resources.

At the time of the exit interview, the employee gives to the interviewer his or her signed Exit Form and Chattanooga State identification card. Human Resources will then complete the Exit Form.

The employee is provided with a Separation Notice and the Termination of Employment Information Sheet at the completion of the exit interview.

Following the exit interview, Human Resources will send a copy of the Exit Form to the Payroll Office, the Computer Center, and the appropriate department.

The Payroll Office will notify the employee regarding his or her final check disbursement and annual/sick leave balance.

**WORK WEEK:**

Regular full-time employees work a minimum of 37.5 hours per week. This schedule includes a 1-hour meal break (unpaid) and up to 2 15-minute breaks (paid) during the work day as the work flow permits. Exceptions to the 37.5-hour work week are selected positions whose incumbents work a minimum of a 40-hour week.
SECTION 3
Employee Benefits

AUTOMOBILE REPAIR, AUTOMOBILE BODY REPAIR, MARINE REPAIR, AIR CONDITIONING, INDUSTRIAL ELECTRICAL REPAIR, AND COSMETOLOGY:

The Tennessee Technology Center provides a wide variety of repair services in the areas listed above. Repair work is performed by students under the supervision of a highly qualified professional. Services provided are based upon the particular system being studied at a given time (i.e., repair work on brakes is done when students are learning about brakes). A repair order will be issued for all services provided. These services are available to all faculty/staff employees, students, and retirees.

For detailed information on Services offered and charges, contact the Tennessee Technology Center.

CANCER INSURANCE:

Employees are eligible to participate in a cancer insurance plan at their cost. Coverage is available through monthly payroll deduction.

CHARITABLE ORGANIZATION DEDUCTIONS:

Employees may make contributions to certain approved charitable organizations through payroll deduction. The employee may contribute via a monthly deduction or a one-time lump sum deduction. Employees are limited to three (3) charitable organization deductions. Umbrella organizations, such as United Way, are regarded as one deduction.

For detailed information, please refer to Tennessee Board of Regents Guideline # P-140 (Charitable Organization Deduction).

CHILD DEVELOPMENT CENTER:

The Child Development Center provides child care for children of employees and credit students on a first-come, first-served basis. The Center is open 7:30 am to 5:30 pm, Monday through Friday. Fees vary according to the child’s age and are assessed monthly. For additional information, contact the Child Development Center.

COBRA (CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT OF 1986):

This federal law offers eligible employees and/or dependents who would normally lose their group health coverage the option of continuing their insurance for a specific length of time under certain qualifying events. Qualifying events for employees and dependents are employment termination for any reason other than gross misconduct, reduction of work hours below thirty hours, or changes in one’s job appointment which make him or her ineligible for coverage. There are also some additional qualifying events for dependents. The state of Tennessee notifies employees within 10 days if coverage is lost due to one of the qualifying events.

COMPENSATION:

Regular employees are compensated for services monthly with payment made on the last working day of the month. Direct deposit of paychecks is mandatory for all regular employees. Adjunct faculty and special contract employees of Chattanooga State will be compensated according to the terms specified in
the contract. Direct deposit is also mandatory for these employees. Specific questions concerning compensation should be directed to the Benefits Coordinator in the Business Office.

**CREDIT UNION:**

Regular employees are eligible to join the Chattanooga Area Schools Federal Credit Union. Please contact the Benefits Coordinator in the Business Office for the phone number.

**DEFERRED COMPENSATION:**

The Deferred Compensation Program (DCP) is offered by the state of Tennessee, and consistent with sections 403(b), 401(k), 401(k) Roth, and 457 of the Internal Revenue Code and related provisions of the IRS and guidelines established by the Tennessee Board of Regents. It offers employees the option of accumulating additional savings beyond the retirement income afforded through the Tennessee Consolidated Retirement System or Optional Retirement Program available to regular employees.

With this program, the employee sets aside designated amounts of money (beginning with as little as $20 per month) through payroll deduction before federal income taxes are applied. This allows employees to postpone (“defer”) receiving part of their salary until retirement, thereby postponing federal income taxes on the deferred amount and its earnings until the money is paid to the employee or his/her beneficiary. Responsibility for vendor selection and subsequent investment performance shall be that of the employee and the vendor.

How to enroll: Employees electing to participate in a deferred compensation program may contact the Benefits Coordinator in the Business Office for details.

Additional information on deferred compensation is described in Tennessee Board of Regents Guideline # P-045 (Deferred Compensation Plans) and College Policy # 06:33:00 (Deferred Compensation) which is located on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**DENTAL CLINIC:**

Chattanooga State’s dental auxiliary program provides certain dental services to all employees. Services provided include radiographs (x-rays), diagnostic services, cleanings, and fluoride treatments. Referral for other services are provided. There is a minimal charge for services. To find out more about the services or to make an appointment, call the number listed in the College telephone directory for the Dental Clinic.

**DENTAL INSURANCE:**

This is available through an outside provider at the employee’s expense using monthly payroll deductions.

**DISABILITY INSURANCE (LONG TERM):**

This is available through an outside provider at the employee’s expense using monthly payroll deductions.

**EDUCATIONAL ASSISTANCE FOR EMPLOYEES AND SPOUSES:**

For information regarding this subject, please refer to College Policy # 06:40:00 (Educational Assistance for Employees and Dependents) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
EMPLOYEE ASSISTANCE PROGRAM (EAP):

This program is administered by a third party administrator and offers free counseling services available twenty-four hours a day, 365 days a year for employees and their eligible dependents that may be experiencing personal or workplace problems. These include problems related to alcohol, drugs, family, mental health, child care, elder care, workplace, career planning, grief, spousal/child/parent abuse, and retirement. To contact the provider, please telephone 1-800-308-4934. Hearing or speech impaired participants can telephone the Tennessee TTY service number, 1-800-456-4006. Employees and their eligible dependents may receive up to 6 counseling session per problem episode at no cost. Treatment beyond the 6 free sessions may be covered by the Basic Medical Plan’s mental health and substance abuse benefits or the HMO’s mental health and substance abuse benefits.

For a detailed brochure on the EAP program, contact the Benefits Coordinator in the Business Office.

FITNESS CENTER/WELLNESS PROGRAM:

The College provides free access to its Fitness Center for regular and part-time employees, dependents except children under the age of 17, and retirees. A wide variety of other wellness-related activities are also available. For specific details regarding available equipment, use, and hours of the Fitness Center and other services, contact the Social and Behavioral Sciences Department.

FLEXIBLE BENEFITS PLAN:

The Flexible Benefits Plan offers a way to provide tax shelter for health premiums, medical costs that are not covered by health insurance, and qualified child care costs. Health and dental insurance premiums are sheltered automatically unless the employee specifically chooses otherwise.

HEALTH AND LIFE INSURANCE:

Who is covered and what are the available plans? The Division of Insurance Administration within the Department of Finance and Administration of the state of Tennessee is responsible for administering and/or overseeing all components of the group insurance program. Three health insurance options are available to regular employees and their eligible dependents who work at least 30 hours per week. The three options are as follows: (1) A Preferred Provider Organization (PPO); (2) A Point of Service (POS); and (3) A Health Maintenance Organization (HMO). For detailed information on these options, please contact the Benefits Coordinator in the Business Office.

What are the benefits and premiums and how is coverage paid for? PPO, POS, and HMO benefits and premiums are set by the State Insurance Committee. The State pays 80% and the employee pays 20% of the insurance premium. The State also pays a portion of the premium for basic term life insurance and basic special accident insurance for employees who are enrolled in the state group insurance program. The amount of coverage depends upon the employee’s salary. The purchase of additional term life insurance, universal life insurance, special accident insurance, and dental insurance is available through payroll deduction at the employee’s expense.

What types of coverage are available?
- Single covers employee only.
- Family covers employee, spouse, and all eligible dependent children.
- Split/single split coverage applies when a husband and wife are both employed by the State. If there are dependent children, one employee will enroll in Split and cover himself/herself and the dependent children; the other employee will enroll in Single Split and cover only himself or herself. If there are no dependent children to be covered, each employee will enroll in Single Split coverage.
How does the employee enroll and when does coverage begin? The employee has from the first day of employment through the tenth day of the first full calendar month worked to submit the insurance enrollment form to the Benefits Coordinator in the Business Office. Coverage begins on the first day of the month after an employee has been employed one full calendar month. Identification cards for the medical plan selected will be mailed to the employee’s home address within 4 weeks of the date the insurance coverage begins.

HOLIDAYS:

For information regarding this subject, please refer to College Policy # 06:61:00 (Holidays) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

LEAVE:

See Section 7 of Employee Handbook for information on leave policies.

LONGEVITY PAY:

For information regarding this subject, please refer to College Policy # 06:66:00 (Longevity Pay) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

POST-RETIREMENT SERVICE PROGRAM FOR TENURED FACULTY:

The Tennessee Board of Regents offers this program to full-time tenured faculty who meet one of the following criteria:

Age 60 or older with at least ten (10) years of credible service in the Tennessee Consolidated Retirement System (TCRS) or at least ten (10) years of full-time equated service in the Optional Retirement Program (ORP).

Any age with at least thirty (30) years of creditable service in TCRS or thirty (30) years of full-time equated service in ORP.

Although the post-retirement service program facilitates the part-time employment of eligible faculty following retirement, such employment is not a faculty right but rather is available only through mutual agreement between the faculty member and the college in instances where there is clear benefit to the college. The Tennessee Board of Regents considers this a standing Board program, with annual reporting of progress.

This program has been approved by the Board as a standing Board program with annual reporting of progress. For specific information regarding the details, purpose, eligibility, and compensation for participation in the program, please contact the Human Resources Office for a copy of the post-retirement service program. This document must be thoroughly reviewed before applying for this program.

Refer to Tennessee Board of Regents Guideline # P-160 (Post Retirement Service Program for Tenured Faculty) for complete information.

RETIREMENT PROGRAM FOR EMPLOYEES:

For information regarding this subject, please refer to College Policy # 06:90:00 (Retirement Program) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
SOCIAL SECURITY:

While amounts of social security are withheld from monthly payroll checks (FICA and FICA MED), the employer matches what the employee pays into social security.

UNEMPLOYMENT COMPENSATION:

This provides loss of income coverage which is mandated by the State of Tennessee (Tennessee Code Annotated, Title 50, Chapter 7) for employees whose services are no longer required due to lack of work or funds. Upon termination of employment, the Human Resources office provides needed information on unemployment compensation to the exiting employee.

WORKERS’ COMPENSATION:

Employees who have an accident at work should immediately report the accident to their supervisor, the Security Office, and the Human Resources Office. The names of authorized physicians may be obtained from the Human Resources Office or by calling 1-866-348-3887 OR 1-800-526-2305. Accident forms are available in the Security Office and should be completed when the injury occurs. Whenever possible, injured employees should also call Sedgwick Claims Management Services, the State’s Administrator for workers’ compensation claims, at 1-866-245-8588 prior to receiving treatment for serious injuries or at least within 24 hours of the accident. Accidents which occur on weekends or holidays should be reported on the first working day following the accident. Employees experiencing on-the-job accidents requiring medical treatment must choose a provider who is authorized in the state’s workers’ compensation network.

A wallet-size card with instructions for reporting work-related accidents and the toll-free telephone number is available from Sedgwick Claims Management Services. Employees should carry this card and insurance ID cards with them. Sedgwick Claims Management Services determines whether claims resulting from accidents at work are approved. Employees receiving approval for reimbursement of lost time will receive payment every two weeks instead of monthly. Employee questions regarding information received from Sedgwick Claims Management Services should be directed to a workers’ compensation representative at the Treasury Department, Division of Claims Administration at (615) 741-2734. Other questions concerning workers’ compensation should be directed to Human Resources.
SECTION 4
General Information

ACCIDENT CLAIMS:

In the case of accidents involving employees, students, and visitors of the institution operating state vehicles, claims may be made against the institution only through the Tennessee Claims Commission. Claims against the State filed with the Claims Commission shall operate as a waiver of any cause of action, based on the same act or omission, which the claimant has against any State officer or employee. The waiver shall be void if the Commission determines that the act or omission was not within the scope of the officer’s or employee’s office or employment. State employees are absolutely immune from liability for wrongs which occur within the scope of the officer’s or employee’s office or employment. In the event an employee misuses a State vehicle, he or she will be subject to one or more of the following penalties:

- Written reprimand or warning
- Suspension without pay
- Dismissal
- Payment for damages to the vehicle

Source: Approved Executive Staff, President’s Cabinet, and President, August 21, 2000. Reviewed January 26, 2010. For information regarding this subject, please refer to College Policy # 05:00:00 (Accident Claims) on the “Business and Finance” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ACTIVITY PERIODS:

For information on this topic, please refer to College Policy # 04:14:00 (Activity Periods) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ANIMALS ON CAMPUS:

For information on this topic, please refer to College Policy # 04:17:00 (Animals on Campus) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ATM MACHINE:

An ATM machine is available on campus in front of the Student Center.

BOOKSTORE:

The College Bookstore, located on the first floor of the Student Center, directly across the central plaza from the Library, supplies both texts and a wide variety of general products for students. The Bookstore is open Monday through Thursday, 7:30 a.m. to 5:30 p.m. and on Friday, 7:30 a.m. to 3:00 p.m.

The Bookstore is operated by a third-party contractor. Employees receive a 10% discount on personal purchases, excluding textbooks. Currently, all office supplies are to be purchased from Staples.

BUILDING TEMPERATURES:

The established optimum temperature range for campus buildings is a low of 68 degrees and a high of 74 degrees. Due diligence is made by Plant Operations to maintain temperatures within this range year round. Because of mechanical breakdowns and other unforeseen circumstances, temperatures may deviate out of
this range. When this occurs, employees may call Plant Operations at 4495 to report hot or cool areas. As soon as possible, maintenance employees will investigate and make adjustments if the temperature is out of the approved range; however, no adjustments will be made if the temperature is within the optimum range. Persons who are uncomfortable when temperatures are within the optimum range are advised to dress in a manner that will allow them to adjust to the range.

Source: Approved Executive Staff, President’s Cabinet, and President, August 21, 2000. Reviewed, January 26, 2009.

CAFETERIA/DINING ROOM:

The cafeteria is located in the Omniplex Building and offers a variety of foods. The cafeteria is open Monday through Friday from 7:00 a.m. to 2:00 p.m. A snack bar is also available and open Monday through Thursday from 10 a.m. to 5:30 p.m. and Friday from 10:00 a.m. to 2:00 p.m. The cafeteria also provides catering services for on-campus and off-campus functions. For additional information about services, contact the cafeteria. A dining room is located adjacent to the cafeteria and may be reserved for functions involving food service. To reserve this room, contact the Executive Vice President of Business and Finance Office.

Source: Approved Executive Staff, President’s Cabinet, and President, August 21, 2000. Reviewed, January 26, 2009.

CATALOG:

The Chattanooga State Community College Catalog will serve as a publication that provides a comprehensive description of the educational services of the College. The catalog will contain the information needed to comply with accreditation standards, Tennessee Board of Regents (TBR) policies, and federal and state laws and regulations. The Chattanooga State catalog will contain at minimum the following information:

Academic Calendar: The catalog will contain the academic calendar for each academic term to which it is applicable. The calendar will contain as a minimum of the following: the period of registration, the beginning of classes, the last dates to add and drop courses, holidays, the last date to withdraw from the College, dates for applications for degrees, the period of final examinations, and the commencement date. The calendar will contain a statement that the calendar is subject to change at any time prior to or during an academic term due to emergencies or causes beyond the reasonable control of the College, including severe weather, loss of utility services, or orders by federal and state agencies.

Listing of Faculty and Staff: The catalog will contain an appropriate listing of the chief administrators, the faculty, and appropriate members of the professional staff of the College. The listing of faculty will reflect the department, academic rank, and the appropriate degree or degrees by year of each faculty member.

Listing of Degree Programs: The catalog will contain a concise listing of all degree programs and certificates offered by the College that have been approved by TBR and by the Tennessee Higher Education Commission. No program for which approval is pending will be printed in the catalog.

The College programs designed for transfer will be clearly identified in the catalog. For career programs the College will include the following statement very prominently for each program: “This program is designed for the student who does not intend to transfer to a baccalaureate degree program” (Tennessee Board of Regents Guideline # A-030 (Articulation Among Community Colleges and Universities).

Admissions and Transfer Credit: The catalog will contain the general admissions policy for the College, and any special admissions policies for specific programs which have been developed in accordance with Tennessee Board of Regents Policy # 2-03-00-00 (Admissions). There will be a statement of the policy of the College on the acceptance of transfer credit.
**Academic Retention and Readmission:** The catalog will contain the academic retention standards of the College and the policy on readmission of students who have been dismissed or suspended, developed pursuant to Tennessee Board of Regents Policy # 2-03-01-01 (Undergraduate Academic Retention Standards).

**Academic Regulations:** The catalog will contain the academic regulations of the College including policies concerning class attendance, classification of students, full-time and maximum course loads, withdrawals, and alternative methods of obtaining credit.

**Curriculum:** The catalog will contain course descriptions of all courses being offered by the College at the time of the printing of the catalog. Descriptions for those courses developed after the printing of the College catalog will be on file in the office of the Director of Curriculum. All course descriptions will clearly and accurately describe the contents of the courses, and will not contain any representation of the result to be expected from enrollment in the course.

The catalog will accurately and honestly reflect the academic resources of the College with regard to course offerings both on and off campus.

**Degree Requirements:** The degree requirements of the College for all programs will be included in the catalog consistent with Tennessee Board of Regents Policy # 2-01-00-00 (Undergraduate Degree Requirements) and Tennessee Board of Regents Policy # 2-01-00-03 (Principles for Articulation in Vocational/Technical Education). For each degree program, the catalog will reflect an orderly and identifiable sequence of courses with an adequate number of hours required in courses above the elementary level, with an appropriate system of prerequisites. The catalog will define a major or field of concentration, with a stated minimum and maximum of hours required. There should be limitations on the number of hours allowed in specialized areas, and provision should be made for electives.

**Financial Aid:** The catalog will contain information concerning financial aid policies and programs offered by or through the College. The financial aid policies of the College should be clearly expressed, openly published, and contain both general and specific requirements.

**Privacy:** The catalog will contain the policies and procedures of the College developed to implement the Family Educational Rights and Privacy Act of 1974 and the regulations promulgated there under.

**Nondiscrimination:** The catalog will contain appropriate statements concerning the policies of the College against discrimination on the basis of race, gender, age, color, national origin, and disability consistent with federal laws and regulations.

The Chattanooga State catalog will clearly reflect the academic terms for one academic year, including summer sessions. The degree requirements set forth in any catalog will remain in effect, subject to changes as provided herein, for a period of five years from the beginning of the first academic term covered by the catalog in question. The catalog will not state contractual terms and does not constitute a contract between the student and the College.

The College will maintain copies of the catalog for each year as a permanent record of the College. The College will file ten (10) copies of the catalog for each year with the Chancellor of the Tennessee Board of Regents.

The development of the catalog shall be the responsibility of the Provost/Vice President of Academic Affairs.

**Source:** Tennessee Board of Regents Policy # 2:04:00:01 (University, Community College, and Technical Institute Catalogs and Bulletins) and College Policy # 03:08:00 (Catalog) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
C. C. BOND HUMANITIES AUDITORIUM:

Media Services manages bookings and productions in the C. C. Bond Humanities Auditorium, a multi-use facility dedicated to enhancing the educational experience of students, faculty, and staff. The College hosts a wide range of programs that include theatre, music, dance, multicultural activities, seminars, teleconferences, lectures, classes, movies, talent productions, Honor Society Induction, and Convocation. The Auditorium has a seating capacity of up to 360, a state-of-the-art lighting and sound system, assistive listening devices, and stage rigging that will accommodate full play productions. For information concerning availability, rates and restrictions, please contact the auditorium manager. Applications must be made fourteen (14) days in advance.

CHATTANOOGA STATE FOUNDATION:

Description: The Chattanooga State Community College Foundation (“Foundation”), a tax-exempt 501(c)(3) organization chartered in the State of Tennessee, consists of community leaders who are volunteers and who are responsible for raising funds from individuals, businesses, foundations and organizations. The Foundation exists solely to support and advance the goals in support of the mission of Chattanooga State Community College (“College”). It is not an operational function of the College but is a separate legal entity.

Delegation of Authority: Gifts in support of the College need to be directed to the Foundation which will receive, invest, administer and disburse restricted and unrestricted gifts according to Tennessee Board of Regents, Internal Revenue Service regulations, and its own by-laws. The Associate Vice President of Leadership and Fund Development serves in the executive staff role to the Foundation.

Communications: The Office of the Associate Vice President of Leadership and Fund Development (“Development Office”) recognizes that giving is voluntary and works to align a donor’s values with the impact he or she would like to make. To avoid duplication, manage communication with prospective donors and remain in keeping with the needs of the College, any solicitation of gifts, funds or property should not be made by anyone in the name of, or for the benefit of, the College without communication and guidance from the Development Office on behalf of the Foundation. Additionally, College Staff should confer with the Development Office before automatically indicating acceptance of any non-cash gift offered. The Development Office welcomes questions about philanthropy at the College.

Source: The Associate Vice President of Leadership and Fund Development. Reviewed February, 2010.

For further information regarding the Foundation, please refer to the policies and procedures on the “Leadership and Fund Development” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

CLUB AND ORGANIZATION ADVISORS:

For information on this topic, please refer to College Policy # 04:25:0 (Club and Organization Advisors) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

INTELLECTUAL PROPERTY:

For further information regarding this subject, please refer to College Policy # 06:79:00 (Intellectual Property) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
**LOST AND FOUND:**

Lost items from across main campus are brought to the Student Life Office. The items are logged into a notebook giving information as to where the item was found, the date it was found, who found it, and a description of the item. The item is stored until it is claimed. If it is not claimed in ninety (90) days, the person who found it can come back and claim it.

Students who lose an item are instructed to come to the Student Life Counter and log in information concerning the item. If the item is recovered a phone call is made to the person who reported it missing so they may come in and claim it. Items not claimed after ninety days will be given to the student who submitted the item to “Lost and Found”. If not claimed the items will be given to fundraisers such as “The Accessory Blowout Sale” or to other initiatives raising money for students. All items not claimed after ninety days will be taken to charity organizations such as “Good Will”

For further information regarding this subject, please refer to College Policy # 11:08:00 (Lost and Found) on the “General Information” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**MARKETING:**

**Introduction:**
Chattanooga State Community College’s award-winning Marketing department is committed to enhancing the excellent educational experience offered at the College. The Marketing department accomplishes this by consulting with constituencies and providing a wide range of services, both campus-wide and to community organizations. Marketing is committed to promoting both visual and written communication with the community by using publications, billboards, the College Website, and electronic media.

Marketing is charged with the responsibility of ensuring that all of the College’s marketing activities reflect the high quality of the institution, and that state, federal, and Tennessee Board of Regents (TBR) communications requirements are met.

**Marketing Subunits:**
Marketing is divided into four subunits: Marketing, Marketing Design and Publications, Communications, and Web Design Content. Each of these subunits provides distinct but interconnected services. The production of a document or the planning of an event might begin with Marketing’s analysis of audiences and distribution avenues, continue in Design and Publications for design of the document, and conclude with buying media advertising on radio, television, and in community publications. All changes and new information for the Web site are submitted to the webmaster who is responsible for approving, viewing, editing, and designing prior to publication.

**Hours of Operation:**
The Marketing Department is open Monday through Friday from 7:30 a.m. until 5:00 p.m. Requests for services outside these times are considered, contingent upon the previously scheduled commitments of the Market team members.

**Costs:**
With one exception, Marketing and Marketing Design and Publications do not charge the other College departments for services provided. College departments are charged for posters, banners, and any job that requires use of the poster printer. Due to the cost of paper and ink, the equipment is costly to operate. There is also the cost of foam core for signs that are mounted. The final cost is based on the cost of the supplies. Cost statements are sent to the business office once a month; the money is deducted from the requesting department’s budget and credited to Marketing. For brochures, the final design of the document is sent to printing services, along with the requesting department’s account number. Printing services’ schedule of charges is listed in section 07:03:00 of the Chattanooga State Community College’s Policies and Procedures. Printing services’ budget is credited by the business office for the costs incurred.
Services:
The Marketing department provides a broad range of services. Additional questions about services may be addressed to any member of the Marketing team. The Marketing department uses an online work order that must be submitted for all service requests. If the request is for a brochure, flyer, ad, or other visual material, the content of the piece must be attached to the work order in the form of a Microsoft Word document. Once the work order is submitted, it will be assigned to the appropriate team member who will contact the requester for additional instructions.

Planning:
The Marketing department is eager to provide planning assistance to any person in the campus community. This assistance can range from designing a small brochure to planning a campus-wide event. The planning process may include audience analysis, cost analysis and control, traditional and alternative communication methods, and creation of a production calendar.

Research:
Marketing has a team member whose primary job is to provide statistical analysis of data compiled from focus groups and surveys. The focus groups and surveys are geared toward current students of the College, prospective high school students, nontraditional students, and the general population. Using these research methods, Marketing collects information that facilitates continuous improvements to the College’s processes and customer relationship management. This research is invaluable in identifying the College’s target audience.

Bid process:
Marketing follows state requirements concerning the bid process. Off-campus vendors must submit a bid for certain items and services that are purchased by the College. For purchases over $5,000, the Marketing department will submit bid requests to fewer than three vendors. For purchases over $10,000, the Marketing department provides preliminary bid and vendor information to the Business Office; the Business Office formalizes the bid specification document, mails the document to at least 15 appropriate vendors, and awards the bid to the lowest bidder.

News releases and media coverage:
All news releases are issued through Marketing, including information that originates from student organizations and student-related activities. Marketing provides all types of news releases to the media at large and to specific publications. Distribution is accomplished through e-mails, with follow-up phone calls to all media outlets in the community.

Before distribution, all news releases are approved by the person originating the information and by the Director of Marketing and Communications. The Public Relations Specialist of Marketing is responsible for gathering information that will generate more media coverage for the College. Special emphasis is placed on no-cost publicity for the College. This is accomplished through a cohesive relationship with local newspaper reporters and radio and television personalities.

In order to maximize media coverage, all news release information must be submitted to Marketing at least ten (10) working days prior to the desired date of publication. Some types of coverage require additional lead time by Marketing and the media. Items submitted late will be considered for release on an individual basis.

Marketing cannot guarantee that the media will use any news release from the College. Follow-up requests or reminders to the media are only made under certain circumstances.

All story leads, feature material, and talk show appearances will be coordinated through the Marketing Department.

Any faculty or staff member contacted by the media is required to report the contact to Marketing and to the President’s office. While it is not the role of Marketing to approve contact with the media in this
circumstance, the department can offer guidance in media relations. Additionally, Marketing is responsible for archiving all information about the College that appears in the media; notifying the department of all contact by the media ensures that the archive records are accurate.

Photographic services:
Marketing can provide or arrange for a variety of photographic services. The College employs a part-time photographer. An online work order must be completed to schedule photographic services.

Advertising:
All advertising is placed through Marketing. This includes advertising in electronic and print format, and advertising in a major or minor carrier. The College utilizes many types of advertising to promote its messages, and each request is individually evaluated. Funding for advertising may come from Marketing, the requesting department, or a combination of sources. All advertising artwork is produced by Marketing. It is reviewed by the Director of Marketing and Communications, who determines if presidential approval is required (see TBR policy 4:06:00:00).

Printing of marketing materials:
Most marketing documents are printed on campus in the College’s print shop. The final design of the document is sent to the College’s print shop, along with the requesting department’s account number. The Printing Services budget is credited by the Business Office for the costs incurred. The Printing Services schedule of charges is listed in section 07:03:00 of the Chattanooga State Community College Policies and Procedures.

Logo copyright compliance:
The Chattanooga State Community College logo is copyrighted. The College’s logo appears on all letterhead, business cards, publications, brochures, fax sheets, information sheets, advertisements, and materials produced by the institution. Use of the logo is approved by the College’s President or his designee.

The logo may not be altered in any way. It is only printed in its approved colors, which are Pantone293 blue and 355 green, or black and white; no alternate colors are used unless approved by the Director of Marketing and Communications.

Requests to have the logo placed on any publication or promotional item must be made through the Director of Marketing. Camera-ready logos are available on the College Web site for use by outside organizations that have a legitimate reason for reproducing the logo; those requests for use are made through the Director of Marketing and Communications.

No logos are created for individual departments without prior permission; those requests can be made through the Director of Marketing and Communications.

Stationery:
The Tennessee Board of Regents has instructed that except for business cards, no item of stationery may have the name of a person printed on it; only the person’s title can be printed. All stationery and envelopes are printed on 20# bond with the two approved ink colors.

Business cards are printed on 100# coated on one side cover stock. Business cards are only available to certain individuals; for further clarification, see the guidelines on the business card request form. Once the form has been approved, the Marketing team will prepare the business card for proofing by the requester and printing by the print shop. Business cards are only printed in multiples of 250.

Promotional items:
Various departments within the College produce promotional items such as t-shirts, mugs, pencils, and other promotional items for approved projects. All production of such items is coordinated through the Director of Marketing and Communications. Expenditures for promotional items must be approved before
the Marketing team will proceed with production. The requesting department should allow at least 4 weeks for production and delivery of most promotional items. For detailed information about promotional items, contact the Director of Marketing and Communications or a Marketing team member.

**Posters, banners, and signage:**
Information about permanent outdoor signage is available from the Assistant Vice-President (Plant Operations and Facility Planning).

Temporary indoor posters and banners can be produced by the Marketing team. Temporary outdoor posters and banners can also be produced on multi-use, weatherproof material. The department that originates the order is responsible for the production costs.

**Mailing of marketing material:**
The guidelines for mailing are extremely complicated and change frequently. The United States Postal Service reserves the right to refuse any incorrectly prepared mailing or to charge a higher postage rate. Marketing has the latest mailing and postage guidelines, and will prepare the document accordingly. For large mailings, the Marketing department will utilize an off-campus mailing service. The charge for this service and the postage depend upon the type of publication; for most marketing materials, the requesting department will be responsible for the mailing and postage costs.

**Requesting Services:**
A completed work order form, available online in TigerWeb, is required to request services or assistance from the Marketing Department. This work order goes to the Director of Marketing and Communications for assignment to a Marketing team member. All publications printed for public distribution by Chattanooga State Community College must have a publication number and the proper EEO/Affirmative Action statement. The designated designer assigns the publication number. All requests must be accompanied by the content of the piece; the content of the piece must be attached to the completed work order in the form of a Microsoft Word document or comparable format. Marketing is a Mac-based department, but does have the ability to convert from a PC environment to the Mac environment.

After the designers prepare a document based on the requester’s general idea, the document will be approved and proofed by the requester prior to printing.

**Web Services:**
The College Web pages and sites are under the direction of the Coordinator of Web Services who is a viable part of the College’s Marketing department. The Coordinator defines the standards that govern all Web pages and sites for the College. All development efforts must follow the standards defined in Section 00:00:03, Web Page Policies and Procedures, of the Chattanooga State Community College Policies and Procedures.

For additional information, please refer to College Policy # 07-01:00 (Marketing Department Services) and College Policy # 07:00:03 (Webpage Policies and Procedures) on the “Economic and Community Development” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**MEDIA INFORMATION:**
The first person of contact in response to calls from the media, government officials, and community leaders is the Vice President of Economic and Community Development. If the Vice President of Economic and Community Development is not available, the Associate Vice President of Institutional Effectiveness and Research is the secondary contact. These individuals will determine the nature of the request, who should respond, and whether there should be a response.
NON-TERRORIST RELATED SUBPOENAS

For information on this topic, please refer to College Policy # 04:34:00 (Non-Terrorist Related Subpoenas) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

OFF-CAMPUS OR OUTSIDE SPEAKERS:

Chattanooga State Community College recognizes the right of official student and faculty organizations and groups to hear off-campus or outside speakers. However, there is no absolute right to assemble or to make a speech at any time or place regardless of the circumstances, content of speech, purpose of assembly, or probable consequences of such meeting or speech, and the issuance of invitations to off-campus or outside speakers for any meetings, activities or events on campus will be limited in the following particulars:

A request to invite an outside speaker will be considered only when made by an officially registered student organization, faculty organization, or other campus organization. The provisions of this section will not apply to invitations by academic units to guest lecturers for any classes, but such invitations will be subject to any policies of the College, the division and/or the department involved.

No invitation by such an organized group will be issued to an outside speaker without the prior written approval of the Provost/Vice President of Academic Affairs. The Provost/Vice President must authorize any meeting where attendance at the meeting includes non-members of the organization and where a fee or compensation is paid from state funds.

Any student, faculty or campus organization meeting for which an outside speaker will be invited will be limited to members of the organization, unless a request to invite an outside speaker includes a request to permit students or faculty members who are not members of the organization initiating the request, and/or other designated guests, to attend the meeting.

A request to invite an outside speaker to whom any payment would have to be made from college funds is subject to the availability of funds specifically programmed for that purpose, and no payment of any funds will be made except pursuant to the Tennessee Board of Regents Guideline # G-030 (Contracts and Agreements). In the event college funds are approved for payment, the meeting for which the outside speaker will be invited should be open to all students or all faculty members, or both, unless otherwise designated on the approval of the request.

Any speaker request will be made in writing by an officer of the student, faculty or other organization desiring to sponsor the proposed speaker not later than ten (10) days (excluding holidays and weekends) prior to the date of the proposed speaking engagement, provided that the Provost/Vice President of Academic Affairs may approve exceptions to the minimum notice requirement in appropriate cases, and further provided that in the event the proposed outside speaker will be paid a total fee and expenses in excess of $2,500.00, the request must be submitted no later than thirty (30) days prior to the date of the proposed speaking engagement. The request will contain the name of the sponsoring organization, the proposed date, time and location of the meeting, the expected size of the audience, the name and address of the proposed speaker, and the topic of the speech. Any request not acted upon by the Provost/Vice President of Academic Affairs within five (5) days (excluding holidays and weekends) prior to the event will be deemed denied.

Any speaker request is subject to the availability of the requested meeting place for the meeting time and date requested. In the event the space requested is not available for the requested time and date of the meeting, or is otherwise inappropriate for the proposed meeting, or if the requested speaking engagement would cause substantial interference with the normal activities of the College if conducted at the time and place requested, alternative meeting space may be offered, or the sponsoring organization is free to request a more suitable date. Any space that is approved for a meeting is subject to limitations on the number of persons who may attend in accordance with appropriate building and fire codes and safety standards.
A request for an outside speaker by a registered organization may be denied if the Provost/Vice President of Academic Affairs determines that the proposed speech will constitute a clear and present danger to the College’s orderly operation by the speaker’s advocacy of such actions as:

The violent overthrow of the government of the United States, the State of Tennessee, or any political subdivision thereof.

The willful damage or destruction, or seizure and subversion, of the College’s building or other property.

The forcible disruption or impairment of, or interference with, the College’s regularly scheduled classes or other educational functions.

The physical harm, coercion, intimidation, or otherwise invasion of lawful rights of the College’s officials, faculty members, or students.

Other campus disorder of a violent nature, provided such advocacy would cause the group addressed to act, and further provided there is reasonable apprehension of such imminent lawless action. In determining the existence of a clear and present danger, the Provost/Vice President of Academic Affairs may consider all relevant factors, including whether such speaker has, within the past five (5) years, incited violence resulting in the destruction of property at any assembly, or has caused the forcible disruption of regularly scheduled classes or other functions at any institution or school.

In the event that a request for an outside speaker is denied by the College, any sponsoring organization thereby aggrieved will have the opportunity to appeal the denial. A written appeal to the Provost/Vice President of Academic Affairs must be submitted within twenty-four (24) hours from the initial denial to approve the request, and the organization will be provided a hearing within two (2) days (excluding holidays and weekends) following the filing of its appeal before the Appeals Committee. The committee will be authorized to make appropriate findings of fact related to the request, and will make and transmit such findings to the President within said two (2) day period. The President will review the findings of the Committee, and solely on the basis thereof, will grant or deny the request within twenty-four (24) hours (excluding holidays and weekends) from receipt of the findings of the committee.

In the event of a proposed meeting which will be may incite strong emotional responses, or where there is a reasonable possibility that a speaker, members of an organization, or others may violate federal, state or local laws or campus regulations in the course of a meeting, the Provost/Vice President of Academic Affairs will prescribe reasonable conditions for the orderly and scholarly conduct of the meeting. Such conditions may include, but are not limited to, limiting the audience to the inviting organization’s membership, appointing one or more officials of the College to preside over the meeting, authorizing a search of all persons entering the area of the meeting, and such other conditions as the institution or school deem appropriate.

The representative of the organization inviting the speaker will at the time of the invitation provide the speaker, or his or her agent, with a copy of this speaker policy and campus regulations. By acceptance of the invitation to speak, the speaker will assume full responsibility for any violation of law or campus regulation committed by him or her while on campus.

Any meeting, assembly, or other activity to which an outside speaker may be invited is subject to all requirements, conditions and approvals set forth in any policy of the TBR and/or Chattanooga State concerning use of campus property and facilities.

Source: Tennessee Board of Regents Policy # 3-01-10-00 (Off-Campus Speakers) and College Policy # 03:27:00 (Off-Campus or Outside Speakers) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
OUTDOOR ELECTRIC SIGN:

For information on this topic, please refer to College Policy # 04:35:00 (Outdoor Electric Sign) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

PRINTING SERVICES:

The Chattanooga State Printing Department offers several services to help with copying, printing, bindery, laminating, and envelope addressing needs. The services offered are as follows:

Copying: High-speed copiers can produce multiple copies from a variety of sources. Available copy sizes range from 8 1/2 x 5 1/2 inches to 12 x 18 inches. Generally, a request will be completed the same day.

Submission Methods:

- **Hard copy** - Bring copies to the department and complete a Copy request form.
- **CD or Flash Drive** - Bring in a CD or Flash Drive with saved files.
- **Email with attachment** - Send files electronically via email to printshop@chattanoogastate.edu. Include in the body of the email your account number, quantity, paper type and color, and finishing options. Remember to attach the files.
- **Web CRD** – This is the latest and most convenient way to send files from your computer to the server and complete an online job ticket. With Web CRD, you can save your files on the server for later reprint and access saved files from any computer with Internet capability. Check out the instructions at [http://printing.chattanoogastate.edu/](http://printing.chattanoogastate.edu/)

Color Copies: Color copies that can be reproduced from any of the media listed above. Paper sizes range from 8 1/2 x 5 1/2 inches to 13 x 19 inches. Currently, Printing Services can only accept PDF files and Office files.

Bindery Options:

- Three-hole punch, professional folding, spiral bind, tape bind, or booklet bind.
- Have heavy- weight covers inserted on a book.
- Conversion of originals to a booklet (via 1050 Copier) that is stapled in the center and folded in half.
- Padding in pads of desired quantity.
- Copying work onto various Part NCR forms such as 2, 3 and 4Part.

Laminating: Items from credit card size up to twenty-five (25) inches wide.

Name tags, Door and Desk plates: (1) Names can be engraved onto a small name tags. (2) Standard sizes for door and desk plates are 2 x 8 inches and 2 x 10 inches in various colors. Come to Printing Services to see available colors.

Envelope address: Send your database via flash drive or e-mail. Bulk-mailer software can C.A.S.S.- Certify your names process through the USPS Move Update database. This is now required for any presorted discounts through the U. S. Postal Service. The Rena 2.5 envelope printer can print presorted addresses onto envelopes, cards, and brochures quickly and economically.

Printing Services reproduces copyrighted documents under the Fair Use copyright laws. These laws allow some reproduction according to specific guidelines. Please see Printing Personnel for more information on the laws governing copyrighted documents.

Hours: 7:30a.m. to 5:30p.m. Monday through Thursday and 7:30a.m. to 4:30p.m. on Friday.
PROFESSIONAL DEVELOPMENT:

Many opportunities for the professional development of faculty and staff are provided at no cost to the employee on the Chattanooga State campus. In addition, a number of funding sources are available to allow for off-campus development activities. These sources include division development and travel funds as well as funds from the Chattanooga State Foundation, the Co-curricular Activities Committee, and the Professional Development Committee. Scholarly activities may also be supported through various educational assistance programs.

For further information regarding educational assistance programs, please refer to College Policy # 06:40:00 (Educational Assistance for Employees and Dependents) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

PUBLICATIONS:

Documents including Chattanooga State’s name or logo that are for public distribution must meet TBR and Chattanooga State standards. Because the Marketing and Communications Office is responsible for maintaining these standards, this office has the authority to disapprove or edit any text or artwork. These documents must contain an EEO statement worded according to Tennessee Board of Regents guidelines as well as a Tennessee Board of Regents publication number, which serves as a record of the publication and verifies that the publication is approved by the College. The Marketing Department must approve any such document and thus has the responsibility for the EEO statement and assignment of the publication number. No document may contain the name of an individual. Only the titles of persons or the names of offices, departments, etc., may be used. Printing Services may not reproduce by any method any document that does not contain a publication number. The Chattanooga State logo is a copyrighted property of the College and may not be used in any way unless approved by the Marketing Office. The reproduction of printed material must follow copyright laws. The United States Post Office has strict regulations regarding the use of mailing permits and the Public Information Office is responsible for ensuring that the proper permit is correctly displayed on a document. All printing by Chattanooga State is done in Printing Services unless otherwise determined by the Marketing Department.

For detailed information on media information, publications, and logo, please contact the Director of Marketing.

SIGNS AND POSTERS:

Generally, only signs and posters originating from employees and students will be allowed for display. All posted materials must be approved and stamped by the Office of the Coordinator of Student Activities; signs will be removed if not stamped. Two-week posting periods will be allowed. Signs may be posted on doors and windows in the Student Center and the Health and Physical Fitness Center; other buildings will have designated boards for posting. Student Services, custodial, and administrative personnel may remove signs posted in undesignated areas.

For further information on this topic, please refer to Tennessee Board of Regents Policy # 3-02-02-00 (Use of Campus Property and Facilities).
SOLICITATION ON CAMPUS:

Tennessee Board of Regents Policy on Use of Campus Property and Facilities prohibits the use of campus property and facilities by any non-affiliated group, organization, or individual for the conduct of profit-making activities. This includes placing advertising materials on buildings, grounds, or vehicles on campus property.

For complete policy, refer to Tennessee Board of Regents Policy # 3-02-02-00 (Use of Campus Property and Facilities) and College Policy # 11:02:00 (Solicitation on Campus), which is located on the “General Information” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

STUDENT ADVISOR GUIDELINES:

This guideline addresses the importance of advisors to student organizations, as provided in the Tennessee Board of Regents Policy # 3-01-01-00 (Student Organizations). Developed by the Student Affairs Sub-Council, the guideline identifies minimal standards for an institution to further develop a comprehensive and well-rounded system of advising student organizations.

Guidelines for Advisors: An advisor should have a working knowledge of the institution and the information contained in Tennessee Board of Regents Policy # 3-01-01-00 (Student Organizations). As part of the advisor’s duties, he or she should have a clear understanding of the role of the student life division in coordinating the student organization’s programming and activities.

In carrying out the role of advisor, he or she should have an interest in the student organization for which he or she is an advisor. The advisor should also have an interest in the growth and development of the organization within the structure of the institution and within the international and national structure of the organization. The advisor’s interest should be as a result of previous or current membership in the specified organization, or as a result of a professional relationship with or interest in the specified organization’s subject matter or pursuit or through a desire to take part in the growth and development of a specified organization.

An advisor should be committed to serving the needs of an organization and its members by (but not limited to):

- Attending all formal functions staged or held by the organization.
- Developing a rapport with the membership of the organization, especially the officers.
- Keeping abreast of current developments in the particular areas served by the organization.
- Developing a working relationship with national, state, and/or regional officers of the organization.
- Working with institutional officials to inform the organization of TBR and institutional policies, procedures, and decisions that affect the functioning of the organization.

An advisor should acquire a working knowledge of TBR policies and guidelines as they relate to fund-raising, fund-accounting, and fund disbursement as outlined in TBR and institutional business policies and guidelines. The advisor should then assist with the financial duties associated with the organization by counseling and assisting officers, by reviewing financial statements and accounts, and by assisting with institutional procedures designed to safeguard funds.

An advisor should have a reasonable knowledge of current applicable standards in the area of student organizations in higher education and liability issues. An advisor should consult with the Vice-President of Student Affairs, as well as institutional, and designated legal officials concerning applicable standards. An advisor should assist in the planning of all social and formal functions, whether on or off campus; the advisor shall routinely appear at planned social functions. Advisors should, in aiding the organization in planning events, maintain consistency with all institutional and TBR policies, and guidelines such as but not limited to Tennessee Board of Regents Policy # 3-01-10-00 (Off-Campus Speakers) and Tennessee Board of Regents Policy # 3-02-02-00 (Use of Campus Property and Facilities), and Tennessee Board of Regents Guideline # S-030 (Student Advisor Guideline).
An advisor should encourage the development of initiative and leadership within the specified organization, should assist the officials of the institution in identifying potential officers and leaders within the organization, and should serve as a resource person for the organization in leadership areas.

Guidelines for Institutions: An institution shall provide support and assistance to advisors of student organizations through the development and implementation of certain activities and programs related to a successful, system-wide approach. These actions are to include but not be limited to the following:

An institution may offer rewards and incentives to advisors and offer formal recognition for diligence and excellence in the area of advising which may include but not be limited to such items as cash awards, public announcements, media coverage, evaluation reports, and reduction in workload.

An institution should develop a well-rounded program designed to train and assist advisors; key components of the training program shall include:

A handbook that details current responsibilities, duties, resources, funding guidelines, key staff members, and a contact list of institutional officials in case of emergencies, etc.

One or more in-service programs designed to provide training and learning opportunities for advisors.

Periodic bulletins or correspondence designed to keep advisors up-to-date regarding new developments, policies, or procedures that affect the organization as set forth by the institution and the TBR.

Source: Tennessee Board of Regents Guideline # S-030 (Student Advisor Guideline).

The operational manual for student organizations and the advisor for those organizations is available in hard copy from the Student Life Office. It is also available on TIGER Web under Student Life. Policies, Procedures and important forms are included in the operations manual.

STUDENT AND FACULTY PARTICIPATION IN DEVELOPMENT OF CAMPUS POLICIES AND PROGRAMS:

Chattanooga State Community College recognizes that students and faculty are vital components of the campus community which must effectively contribute to the progress and general welfare of the College as governed by the Board. Students should have a primary interest in matters of student life, including discipline, and faculty should have a primary interest in academic affairs, including curriculum, program changes and development, and admission and graduation requirements. Furthermore, both students and faculty have a direct interest in both student and academic affairs. Therefore, it is the policy of the Board that the College shall establish effective means whereby students and faculty can participate in and make recommendations concerning the formation of policies and programs relating to student and academic affairs.

The College shall determine and make known the method and degree of student and faculty involvement in specific areas of institutional decision-making, subject to the approval of the chancellor.

Chattanooga State makes provision for both student and faculty participation in the development of campus policies and programs through membership on standing and ad hoc committees, activities of the Student Government Association (SGA) and Faculty Senate, involvement in review of campus policies, input through various surveys, faculty meetings and other means of College communication.

STUDENT RIGHTS:

For information on this topic, please refer to College Policy # 04:26:00 (Student Rights) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
TRAVEL PROCEDURES:

The college strictly adheres to the Tennessee Board of Regents Policy # 4-03-03-00 (General Travel). Authorization for travel will not be granted and expenses will not be reimbursed unless the travel is made and reimbursement claimed in accordance with this policy and any approved exceptions hereto. Current reimbursement rates shall be issued by the Chancellor as an addendum to the policy.

Authorization and Reimbursement of Travel Procedures:

1. In-State Travel- All travel authorizations will be approved by the Vice President to which the requesting employee reports and the Executive Vice President of Business. Travel reimbursements will be approved by the supervisor of the requesting employee and processed by the Executive Vice President of Business. The President will approve travel authorizations for direct reports only. Travel reimbursements for direct reports of the President will processed by the Executive Vice President of Business and submitted to the President only if a substantial increase over the authorization is requested.
2. Out-of-State Travel – Follow the same approval procedures and reimbursement on In-State Travel.
3. Out-of-Country Travel- In addition to the approvals required for In-State Travel, the President must approve all travel authorizations for employees traveling outside the continental United States. Reimbursement requests will be processed by the Executive Vice President of Business.


For additional information on travel policies and procedures, please refer to College Policy # 05:36:00 (Travel Procedures) on the “Business and Finance” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

VISITORS AND ACCESS TO BUILDINGS:

For information regarding this subject, please refer to College Policy # 05:04:00 (Access Policy) on the “Business and Finance” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system and College Policy # 04:30:00 (Visitors/Off-Campus Speakers) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
SECTION 5
Academic Procedures, Freedom and Responsibility, Information and Compensation

ABSENCE OF PROVOST/VP OF ACADEMIC AFFAIRS:

For information regarding this subject, please refer to College Policy # 03:00:00 (Absence of Vice-President Academic Affairs) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ACADEMIC ADVISING:

For information regarding this subject, please refer to College Policy # 03:20:00 (Academic Advising) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ACADEMIC AND CLASSROOM MISCONDUCT:

For information regarding this subject, please refer to College Policy # 03:01:00 (Academic and Classroom Misconduct) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ACADEMIC PROGRAM APPROVAL, UNITS, AND MODIFICATIONS:

For information regarding this subject, please refer to College Policy # 03:01:00 (Academic Program Approval, Units, and Modifications) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ACADEMIC PROGRAMS:

For information regarding this subject, please refer to College Policy # 03:03:01 (Academic Programs) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ACADEMIC TENURE FOR TENNESSEE BOARD OF REGENTS COMMUNITY COLLEGES:

For information regarding this subject, please refer to College Policy # 03:19:02 (Policy on Academic Tenure for Tennessee Board of Regents Community Colleges) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ADJUNCT FACULTY:

For information regarding this subject, please refer to College Policy # 03:04:02 (Adjunct Faculty) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
ALTERNATIVE SOURCES OF CREDIT:

For information regarding this subject, please refer to College Policy # 03:07:00 (Alternative Sources of Credit) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ARTICULATION AMONG COLLEGES AND UNIVERSITIES:

For information regarding this subject, please refer to College Policy # 03:07:01 (Articulation Among Colleges and Universities) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ARTICULATION IN VOCATIONAL/TECHNICAL EDUCATION:

For information regarding this subject, please refer to College Policy # 03:07:03 (Articulation In Vocational/Technical Education) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

ARTICULATION WITH PROPRIETARY COLLEGES:

For information regarding this subject, please refer to College Policy # 03:07:02 (Articulation With Proprietary Colleges) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

CLASS ATTENDANCE:

For information regarding this subject, please refer to College Policy # 03:09:00 (Class Attendance) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

COMMENCEMENT:

Faculty members are expected to attend commencement exercises wearing caps, gowns, and hoods. Faculty members are responsible for providing their own academic regalia.

COMMITTEE MEMBERSHIP:

Each faculty member is expected to be a contributing member of at least one college-wide committee as part of the normal workload. For evaluation purposes, minutes of the committee should be kept on file.

COPYRIGHT POLICY:

For information regarding this subject, please refer to College Policy # 03:10:00 (Chattanooga State Copyright Policy) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

COURSE SUBSTITUTIONS:

For information regarding this subject, please refer to College Policy # 03:12:00 (Course Substitutions) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
CREDIT BY EXAMINATION:

For information regarding this subject, please refer to College Policy # 03:12:00 (Credit by Examination) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

CREDIT COURSE ADDITION/DELETION/MODIFICATION:

For information regarding this subject, please refer to College Policy # 03:12:02 (Credit Course Addition/Deletion/Modification) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

CREDIT FOR LIFE EXPERIENCE:

For information regarding this subject, please refer to College Policy # 03:12:03 (Credit For Life Experience) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

CURRICULUM COMMITTEE:

For information regarding this subject, please refer to College Policy # 03:13:00 (Curriculum Committee) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

CURRICULUM CONTENT AND SEQUENCE:

For information regarding this subject, please refer to College Policy # 03:13:01 (Curriculum Content and Sequence) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

DEFINITION OF FACULTY:

For information regarding this subject, please refer to College Policy # 03:14:00 (Definition of Faculty) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

DISTANCE LEARNING (CENTER FOR DISTRIBUTED EDUCATION):

For information regarding this subject, please refer to College Policy # 03:16:00 (Distance Learning) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

FACILITIES AND SERVICES:

For information regarding this subject, please refer to College Policy # 03:18:00 (Facilities and Services) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
FACULTY ACADEMIC FREEDOM AND RESPONSIBILITY:

For information regarding this subject, please refer to College Policy # 03:19:00 (Faculty Academic Freedom and Responsibility) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

FACULTY COMPENSATION DURING SUMMER SESSIONS AND INTERSESSIONS:

For information regarding this subject, please refer to College Policy # 03:19:04 (Faculty Compensation During Summer Sessions and Intersessions) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

FACULTY DEVELOPMENT DAY:

Each year Academic Affairs and/or the Faculty Senate will sponsor a Faculty Development Day. Faculty may submit requests for topics of interest to their Deans or to Academic Affairs. Occasionally, the Divisions will plan these days. Classes may be cancelled to allow enough time for some events.

Faculty attendance is required on these special days.

FACULTY DEVELOPMENT POLICY:

For information regarding this subject, please refer to College Policy # 03:19:05 (Faculty Development Policy) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

FACULTY EXTRA COMPENSATION:

For further information regarding this subject, please refer to College Policy # 03:17:00 (Extra Compensation) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

FACULTY PROFESSIONAL ETHICS:

For further information regarding this subject, please refer to College Policy # 03:19:08 (Faculty Professional Ethics) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

FACULTY PROMOTION, EVALUATION, AND TENURE

For further information regarding this subject, please refer to College Policy # 03:19:01 (Faculty Promotion, Evaluation, and Tenure) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

GENERAL EDUCATION REQUIREMENTS AND UNDERGRADUATE DEGREE REQUIREMENTS:

For further information regarding this subject, please refer to College Policy # 03:15:00 (General Education Requirements and Undergraduate Degree Requirements) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
GENERAL EDUCATION REQUIREMENTS FOR THE ASSOCIATE OF APPLIED SCIENCE DEGREE:

For further information regarding this subject, please refer to College Policy # 03:15:00 (General Education Requirements For The Associate of Applied Science Degree) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

INDEPENDENT STUDY:

For further information regarding this subject, please refer to College Policy # 03:22:00 (Independent Study) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

INTELLECTUAL RIGHTS POLICY:

For further information regarding this subject, please refer to College Policy # 03:10:00 (Intellectual Rights Policy) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

PROGRAM EVALUATION:

For further information regarding this subject, please refer to College Policy # 03:30:01 (Program Evaluation) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

SALE OF SURPLUS (COMPLIMENTARY) TEXTBOOKS:

For further information regarding this subject, please refer to College Policy # 03:40:01 (Sale Of Surplus Textbooks) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

TENURE GUIDELINES AND PROCEDURES:

For further information regarding this subject, please refer to College Policy # 03:19:03 (Tenure Guidelines and Procedures) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

TRANSITIONAL STUDIES:

For further information regarding this subject, please refer to College Policy # 03:42:01 (Transitional Studies) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

UNDERGRADUATE DEGREE REQUIREMENTS AND PROVISIONS:

For further information regarding this subject, please refer to College Policy # 03:15:01 (Undergraduate Degree Requirements and Provisions) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

USE OF TITLES (DEPARTMENT HEAD, ASSISTANT DEAN, AND ASSOCIATE DEAN):
For further information regarding this subject, please refer to College Policy # 03:44:00 (Use of titles [Department Head, Assistant Dean, and Associate Dean]) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**VETERANS:**

For further information regarding this subject, please refer to College Policy # 03:45:00 (Veterans) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**WORK RELATED INJURY:**

For further information regarding this subject, please refer to College Policy # 03:48:00 (Work Related Injury) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
SECTION 6
Equal Opportunity, Equity Assurance, Harassment and Workplace Violence

AMERICANS WITH DISABILITIES ACT (ADA):

Chattanooga State abides by The Americans with Disabilities Amendments Act (ADA) of 2008, a federal law prohibiting discrimination against persons with disabilities and requiring provision of access to facilities, goods, and services of most public places, including all colleges, universities, and other educational institutions, and many businesses.

This far-reaching statute does more than simply add “disability” to the list of protected classes under federal law and is not simply a duplication of the Rehabilitation Act of 1973. The intent of the legislation is to effect changes in the attitudes and practices of American businesses and state and local government agencies in order to remove barriers to employment and services for persons with disabilities. Please see Appendix C for a copy of the “Disability/Veteran Status Form.”

The ADA defines disability in three ways:

1. A physical or mental impairment that substantially limits a major life activity.
2. A record of such an impairment.
3. Being regarded as having such an impairment.

The ADA Coordinator for the College is the Affirmative Action Officer.

For further information regarding this subject, please refer to College Policy # 06:05:00 (Affirmative Action Policy) on the “Human Resources” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

AFFIRMATIVE ACTION AND EQUAL EMPLOYMENT OPPORTUNITY:

1.

Chattanooga State Community College is expressly committed to maintaining and promoting non-discrimination in all aspects of recruitment and employment of individuals at all levels throughout the College. Specifically, it is the intent of Chattanooga State to recruit, hire, and promote all faculty and staff without regard to race, color, religion, gender, national origin, or disability unrelated to job performance. The College will not tolerate any conduct by an administrator, supervisor, faculty, or staff member which constitute sexual harassment. Chattanooga State has an Affirmative Action Program for ensuring equal employment opportunity for women, members of racial minority groups, persons with disabilities, and Vietnam era veterans. The College complies with the Age Discrimination in Employment Act. Decisions in all employment actions will be based upon the individual's qualifications, merit, and professional ability and made in conformance with all current legal requirements. All personnel actions, programs, and facilities will be administered in accordance with equal opportunity and affirmative action policies, including recruitment, selection, assignment, classification, promotion, demotion, transfer, layoff and recall, termination, determination of wages, conditions and benefits of employment, selection for training or retraining, and social and recreational programs.

2.

An Affirmative Action Officer has been appointed to keep the President advised on the status of equal employment and affirmation actions on a continuing basis. This officer serves as an extension of the President's office and is directly responsible for the administration of the Affirmative Action Plan. The Affirmative Action Officer also serves as the Title IX Coordinator, the ADA and Section 504 Coordinator.
for employment.

The following person has been designated to handle inquiries regarding the non-discrimination policies as well as monitors and oversees Title IX complaints: Brian Evans, Executive Director, Human Resources (Affirmative Action Officer) at 423-697-3374, or e-mail brian.evans@chattanoogastate.edu. His office is located in the CBIH Building, room 232.

To realize the declarations set forth above, Chattanooga State will, in all solicitations and advertisements for employees placed by or on behalf of the College, state its position as an equal opportunity/affirmative action employer. The College will engage the services of only those professional organizations, employment agencies, contractors, or agents whose policies are in alignment with the equal employment opportunity policy of the College. Chattanooga State will broadly publish and circulate its policy of equal employment opportunity by inclusion in all correspondence, media communication, and printed matter for employment purposes. Further, the College will consider, through appropriate and designated procedures, the complaint or grievance of any individual who has reason to feel that he or she has been affected by discrimination because of race, color, religion, gender, natural origin, or disability.

3.
Further, as an institution of higher education, and in consonance with its policy of equal employment opportunity, Chattanooga State hereby declares its policy of equal educational opportunity. All applicants for admission will be considered solely upon the basis of individual qualifications. All available student job opportunities will be filled without regard to an applicant's race, color, religion, gender, national origin, or disability unrelated to job performance. Any employee or student who has reason to feel he or she has been affected by discrimination should contact the Affirmative Action Officer in the Human Resources Department.

Please see Appendix D for a copy of the “Title VI Fact Sheet.”

EMPLOYEE GRIEVANCE/COMPLAINT:

1. Application of Guideline

1.1.
This Guideline applies to employees of an institution/center and has been developed to assist universities, community colleges, technical institutes and Tennessee Technology Centers in drafting procedures for addressing grievances and complaints filed by institution/center employees. There shall be two types of procedures, which each institution/center shall address through policies developed pursuant to this Guideline. The two types are: 1) grievances, which are subject to committee review; and, 2) complaints which must be resolved without committee review.

1.2.
The following is a minimum which must be incorporated in the institutional/center grievance and complaint procedures. The procedures may vary from campus to campus, but may not establish any right to a hearing except as set out herein.

1.3.
This Guideline has no application to a termination procedure initiated against a tenured faculty member under TBR policy No. 5:02:03:60 Section V (1), or 5:02:03:70 Section VI (G) (2). This Guideline is not to be used for support staff employees who are demoted, suspended without pay, or terminated. In accordance with Tenn. Code Ann. § 49-8-117, Support Staff Grievance Procedure, support staff employees who are demoted, suspended without pay, or terminated must follow the grievance process contained in Guideline P-111.

1.4.
An employee may choose to utilize the procedure for review by the grievance committee established
pursuant to this Guideline in the following situations: An employee may choose to utilize the procedure for review by the grievance committee established pursuant to this Guideline in the following situations:

1.4.1. actions relating to the suspension of employees for cause or termination in violation of an employment contract which fall under TBR Policy No. 1:06:00:05 (Cases Subject to TUAPA), or TBR Policy No. 5:02:03:60 Section V (I)(2) or 5:02:03:70 Section VI (G)(2)(b) (suspension of tenured faculty) or TBR Policy No. 5:02:03:10 Section III (O)(2) (suspension of tenured faculty at TTCs); or,

1.4.2. actions involving hearings requested pursuant to TBR Guideline P-080 Section VI (D).

1.5. The institution/center may choose to utilize the procedure for review by the grievance committee (established pursuant to this Guideline) when resolving a complaint initiated pursuant to TBR Policy No. 5:02:02:10 (Faculty Promotion at TTCs), 5:02:02:20 (Faculty Promotion at Universities), or 5:02:02:30 (Faculty Promotion at TTCs).

2. Definitions

2.1. Grievance – (Committee review available) – An employee may only grieve those matters defined in 1. – 3. below. If the grievance involves or is based on unlawful discrimination or unlawful harassment, the process set out in Guideline P – 080 must be utilized. A grievance may result from any actions the institution/center has taken against the employee which:

2.1.1. violates institution/center or TBR policy, or involves an inconsistent application of these same policies;

2.1.2. violates any constitutional right. The most likely areas of concern are the First, Fourth or Fourteenth Amendment of the federal constitution when that action hampers free speech, freedom of religion, the right to association, provides for improper search and seizure, or denies constitutionally required notice or procedures, or;

2.1.3. a federal or state statute not covered by TBR Guideline P-080.

2.2. COMPLAINT – (Committee review not available) – A complaint is a concern which an employee wants to discuss with supervisory personnel in an effort to resolve the matter. Personnel actions such as performance evaluations, rates of pay, position re-classifications, or position terminations due to reduction in force do not fall under the definition of complaint.

2.3. EMPLOYEE
For purposes of the grievance and complaint procedures, an employee is defined as an administrator, faculty member (though not including faculty on adjunct contracts), professional, clerical and support staff personnel. Probationary employees are also included in this definition. Student workers and graduate assistants are not included in the definition of employee.

3. Applicability of Procedures

3.1. All employees shall have access to the grievance/complaint procedure as long as the process was initiated within the time frame set out in the procedure.
3.2. All employees are encouraged to discuss any problem with their supervisor or unit head prior to utilizing any grievance/complaint procedure. The institution/center should attempt to resolve each grievance/complaint at the lowest possible level.

4. Responsibility for Implementation

4.1. The President/Director of the institution/center has ultimate responsibility for implementation of the grievance and complaint procedures, and provides the final decision at the institutional/center level.

4.2. Administrative, academic, and supervisory personnel are responsible for insuring that they inform and make available to all employees information concerning their right to file a grievance or complaint and their right to be protected from retaliation.

4.3. Retaliation
No employee shall retaliate or discriminate against another employee because of the latter employee’s filing of a grievance or complaint. In addition, no employee shall coerce another employee or interfere with the action of another employee in the latter employee’s attempt to file a grievance or complaint. Administrative, academic and supervisory personnel should also be informed that they are responsible for ensuring that the employee is free from retaliation, coercion and/or discrimination arising from the employee’s filing of or intent to file a grievance or complaint.

5. Complaint Procedure

5.1. The complaint procedure should state a time limit within which a complaint must be presented after the date the employee received notice or becomes aware of the action which forms the basis of the complaint. If the complaint arises from a repeated or continuing occurrence, the time limit begins from the date of the last such occurrence. Any complaint not presented within the time limit is waived and shall not be considered. Once a final determination is made, the employee may not later present the same complaint in an attempt to gain a more favorable outcome.

5.2. The institution/center policy shall indicate with whom a complaint is to be filed. It should also indicate that a complaint must be submitted in writing.

5.3. Resolution of complaints at a minimum requires the institution/center to: 1) allow the employee to present facts and/or materials; 2) investigate the dispute; and, 3) attempt to find a solution. The President/Director or his/her designee shall be the final decision maker. Complaints do not include a right to any type of hearing, adversarial proceeding, nor the right to appeal to the Chancellor.

6. Grievance Procedure

6.1. The grievance procedure should begin at the lowest appropriate supervisory level.

6.2. The grievance procedure should state a time limit within which a grievance must be presented after the date the grievant received notice or becomes aware of the action which forms the basis of the grievance. If the grievance arises from a repeated or continuing occurrence, the time limit begins from the date of the last such occurrence. Any grievance not presented within the time limit is waived and shall not be considered. Once a final determination is made, the grievant may not later present the same grievance again in an attempt to gain a more favorable outcome.

6.3.
The institution/center shall require written grievances. However, the institution/center may choose to allow the grievant to present his/her grievance orally in the first one or two steps in the procedure.

6.4. The institution/center shall specify that written grievances are to be filed with the appropriate decision-maker, or in the alternative, shall specify that all written grievances be filed in a central location with the appropriate decision-maker being notified of the grievance.

6.5. The grievance, whether oral or written, should be stated in reasonable and temperate terms.

6.6. Written grievances should contain, at a minimum, the following information:

6.6.1. The grievant’s name and job title.

6.6.2. The department in which the grievant is employed.

6.6.3. Explanation of the grievance citing the specific policies or statute claimed to have been violated or inconsistently applied, or the constitutional right abridged.

6.6.4. Names of persons with whom the grievance has previously been discussed and date on which the grievance was discussed with each.

6.6.5. Corrective action desired.

6.6.6. Date the written grievance is filed.

6.6.7. Signature of the grievant.

6.7. Institutions may wish to provide pre-printed forms asking for the desired information.

6.8. A written grievance may be returned to the grievant for additional information or restatement in clearer terms.

6.9. The grievant should be informed that s/he is entitled to be accompanied by an advisor at each step of the grievance procedure; however, the advisor may not act as an advocate but may act as an advisor only. Campuses may require the advisor to be an employee of the institution/center.

6.10. The person charged with making the decision at each step should be given the responsibility and authority for conducting a thorough and independent investigation. Consideration may be given to information and materials gathered at previous steps.

6.11. The decision should be based on full and fair consideration of all pertinent facts and circumstances.
6.12. The procedure should include time limits within which a grievant dissatisfied with a decision must take the grievance to the next highest step. The decision-maker at each step should also be given a time limit for notifying the grievant of the decision. The President/Director should be authorized to grant reasonable extensions of the time limits upon a showing of good cause.

6.13. Employees should be given the opportunity to pursue grievances pursuant to this policy during regular business hours. Each institution or school should insure that all parties have access to all persons, places, and official records for information necessary to the determination and processing of a grievance within specified time limits. This access shall not interfere with normal work-flow of the institution.

6.14. Each institution/center policy should insure that a grievance can be withdrawn in writing at any stage of the process.

7. Grievance Committee

7.1. The institution/center shall establish a grievance committee to advise the President/Director on those grievances which could not be resolved and which reach the final decision-making level. Grievance committees are convened only at the request of the grievant for review at the next higher level.

7.2. The President/Director shall determine the details of the grievance committee such as appointment, committee membership, the term of the committee members, etc. The committee appointment process shall allow for peer representation taking into account the distinctions between tenured faculty and non-faculty. The institution/center may choose to develop a pool of committee members who can receive training about the institutional grievance procedure. The President/Director may then pick a committee from that pool in order to hear an individual grievance. A standing committee of the institution/center may also be utilized. Separate committees may be established for faculty and non-faculty grievances. The TTCs may utilize committees developed from a statewide or region-wide pool.

7.3. A system of selecting members of the committee should seek to make appointments which will ensure that committee members will be disinterested in the outcome. Any committee member selected who has a particular interest in the outcome of the decision should be replaced with an alternate to avoid a biased decision. Every effort should be made to include minorities, i.e. ethnic minorities and women, in the composition of the committee.

7.4. The number of individuals on the committee should be small enough to be efficient. An odd number is recommended. It is also recommended that a chairperson be selected for each committee.

7.5. While the committee may review the material and decisions of previous decision-makers in the process, it should conduct a review of the relevant facts. In order to do so, it should have the power to receive evidence from the grievant, gather evidence from other sources and call witnesses.

7.6. The burden of proof necessary to establish the validity of a grievance (a violation of law, policy or constitutional right) is on the grievant and must meet a preponderance of the evidence standard.

7.7. The committee may allow all witnesses to be present at one time; or in the alternative, may allow the committee to hear each witness, including the grievant, separately. In any event, the grievant should be allowed to present any pertinent evidence to the committee and to have the committee call those witnesses
who have testimony pertinent to the decision.

7.8. The committee shall make a written report of its recommendation and reasons supporting its recommendation to the President/Director. The President/Director may then adopt the committee’s recommendation, in whole or in part, or may make his/her decision independent of the committee’s findings.

7.9. The grievant shall be provided a copy of the Committee’s report along with the President’s/Director’s decision.

7.10. Grievances which are processed through the grievance committee and upon which the President/Director has made a decision are appealable to the Chancellor only where the grievance falls within the parameters set out in TBR Policy 1:02:11:00.

8. Maintenance of Records
Copies of written grievances and complaints, and accompanying responses and documentation should be maintained at a specified location(s) at the institution/center for at least three (3) years. If a finding adverse to the grievant/complainant is made, the finding shall be maintained in the grievant/complainant’s personnel file.

For information regarding this subject, please refer to College Policy #06:09:01 (Employee Grievance Complaint) in the “Human Resources” tab of the “Chattanooga State Policies and Procedures” on the College’s intranet system. Please see Appendix E for a copy of the “Discrimination/Harassment Complaint Form.” A copy of the “Grievance Form” may also be viewed in Appendix F.

**EQUAL OPPORTUNITY IN EDUCATION:**

Chattanooga State Community College is expressly committed to maintaining and promoting non-discrimination in all aspects of recruitment and employment of individuals at all levels throughout the College. Specifically, it is the intent of Chattanooga State to recruit, hire, and promote all faculty and staff without regard to race, color, religion, gender, national origin, or disability unrelated to job performance. The College will not tolerate any conduct by an administrator, supervisor, faculty, or staff member which constitutes sexual harassment. Chattanooga State has an Affirmative Action Program for ensuring equal employment opportunity for women, members of racial minority groups, persons with disabilities, and Vietnam era veterans. The College complies with the Age Discrimination in Employment Act. Decisions in all employment actions will be based upon the individual's qualifications, merit, and professional ability and made in conformance with all current legal requirements. All personnel actions, programs, and facilities will be administered in accordance with equal opportunity and affirmative action policies, including recruitment, selection, assignment, classification, promotion, demotion, transfer, layoff and recall, termination, determination of wages, conditions and benefits of employment, selection for training or retraining, and social and recreational programs.

An Affirmative Action officer has been appointed to keep the president advised on the status of equal employment and affirmative actions on a continuing basis. This officer serves as an extension of the President's office and is directly responsible for the administration of the Affirmative Action Plan. The Affirmative Action officer also serves as the Title IX Coordinator, the ADA and Section 504 Coordinator for employment.

To realize the declarations set forth above, Chattanooga State will, in all solicitations and advertisements for employees placed by or on behalf of the College, state its position as an equal opportunity/affirmative action employer. The College will engage the services of only those professional organizations, employment agencies, contractors, or agents whose policies are in alignment with the equal employment
opportunity policy of the College. Chattanooga State will broadly publish and circulate its policy of equal employment opportunity by inclusion in all correspondence, media communication, and printed matter for employment purposes.

Further, the College will consider, through appropriate and designated procedures, the complaint or grievance of any individual who has reason to feel that he or she has been affected by discrimination because of race, color, religion, gender, natural origin, or disability. Further, as an institution of higher education, and in consonance with its policy of equal employment opportunity, Chattanooga State hereby declares its policy of equal educational opportunity. All applicants for admission will be considered solely upon the basis of individual qualifications. All available student job opportunities will be filled without regard to an applicant's race, color, religion, gender, national origin, or disability unrelated to job performance. Any employee or student who has reason to feel he or she has been affected by discrimination should contact the following person: Affirmative Action Officer.

**HARASSMENT POLICY:**

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

2. Sexual harassment shall be defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

2.1. Submission to such conduct is made explicitly or implicitly a term or condition of an individual’s employment or classroom evaluation.

2.2. Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting the status of the individual.

2.3. Such conduct has the purpose or effect of unreasonably interfering with an individual’s work or classroom performance, or creating an intimidating, hostile, or offensive work or academic environment.

3. Generally, racial harassment is defined as any person’s conduct which unreasonably interferes with an employee’s or student’s status or performance by creating an intimidating, hostile, or offensive working or educational environment. Harassment on the basis of race, color, or national origin, includes offensive or demeaning treatment of an individual, where such treatment is based typically on prejudiced stereotypes of a group to which that individual may belong. It includes, but is not limited to, objectionable epithets, threatened or actual physical harm or abuse, or other intimidating or insulting conduct directed against the individual because of his/her race, color, or national origin. Title VII requires employers to take prompt action to prevent the expression of their opinions which abuse or offend their peers.

4. The College seeks to encourage the prompt reporting of such harassment and its prompt resolution through
either informal or formal procedures. In addition, the College takes steps and develops programs designed to inform students of their rights to be free from sexual harassment and the procedures available for reporting such actions. Programs have also been developed to educate members of the College staff about sexual harassment.

5. The final resolution of sexual or racial harassment complaints and the imposition of any appropriate sanctions will be governed by existing College procedures. The following set of procedures will be implemented for the reporting of sexual or racial harassment:

5.1. Student complaints against a faculty member or employee of the College should be directed to the College’s Affirmative Action Officer who will provide the complainant with procedures.

5.2. A complaint by an employee against another employee of the College should be directed to the College’s Affirmative Action Officer who will provide the complainant with a copy of TBR Guideline P-080 and the procedure to be followed. When the allegation of harassment is against the EEO/AA, Student Affairs Officer, Title VI or Title IX Officer, the President/Director will identify an individual who has been trained in investigating such complaints to investigate the complaint and carry out the responsibilities assigned pursuant to this guideline. When the allegation of harassment is against the President/TTC Director of the institution, the EEO/AA shall notify the Office of the General Counsel who will assign an investigator who will make his/her report to the Chancellor.

5.3. Complaint by a student against another student; contact the Judicial Officer of the Office of Vice-President for Student Services. The Judicial Officer will provide the student with consultation and procedures.

Complaints of other forms of harassment on the basis of religion, disability, or other protected status are generally handled in the same manner as the procedures above.

Please see Appendix E for a copy of the “Discrimination/Harassment Complaint Form.”

SEXUAL OFFENSE POLICY:

1. Chattanooga State Community College will not tolerate sexual offense in the work or academic setting. Offenders will be subject to appropriate College and criminal judicial processes and disciplinary action. Chattanooga State also provides support to community members who feel that they have been victims of a sexual offense. There are two types of sexual offense – sexual harassment and sexual assault.

1.1. Sexual Harassment:
Sexual harassment includes:

1.1.1. Behavior that is based on another person’s gender, sexuality, or sexual orientation and has the purpose or effect of unreasonably interfering with that individual’s performance by creating an unreasonably hostile, offensive, or intimidating environment.

1.1.2. Behavior in the form of unwelcome or irrelevant comments, gestures, or touching which may be reasonably perceived as a sexual overture or sexual denigration. This includes making known to other people a person’s
sexual orientation without his/her consent and with the intent to denigrate that person sexually. A request for sexual favors when submission to (or rejection of) such a request might reasonably be viewed as a basis for evaluative decisions affecting an individual’s career or educational experience.

1.2. Sexual Assault:
Sexual assault includes coercion for the purpose of sexual relations, as well as unwanted touching or sexual contact to which any party involved does not give full and free consent. Sexual assault also occurs when a person engages in sexual intercourse, fellatio, cunnilingus, or other type of penetration of bodily orifices with another through the use of force, threat of force or by forcefully, deceitfully, surreptitiously administering intoxicants or when the other person’s ability to apprise a situation or control his or her conduct is substantially impaired.

2. The College encourages the reporting of sexual harassment and sexual assault. Since sexual harassment has been defined as discriminatory in nature, the following set of procedures are in place for filing complaints:

2.1. A complaint against a faculty member or employee of the college should be filed with the Affirmative Action Officer (697-4457) located in Room 232 of the CBIH Building. In such instances, the complainant should consult TBR Guideline P-080 prior to filing the complaint. When the allegation of harassment is against the EEO/AA, Student Affairs Officer, Title VI or Title IX Officer, the President/Director will identify an individual who has been trained in investigating such complaints to investigate the complaint and carry out the responsibilities assigned pursuant to this guideline. When the allegation of harassment is against the President/TTC Director of the institution, the EEO/AA shall notify the Office of the General Counsel who will assign an investigator who will make his/her report to the Chancellor.

2.2. A complaint against a student should be reported to the Dean for Student Life and Judicial Affairs (697-4475) located in S-216.

2.3. If a sexual assault occurs on College property, notify the Hamilton County Sexual Assault Center (423) 755-2700 and Campus Security (423) 697-4467 immediately. For support and referral, victims may also contact campus advocates through the office of the Dean for Student Life and Judicial Affairs (697-4475) and the Student Government Association Office (697-4423). For TTY access, call the Tennessee Relay Services at 1-800-848-0298.

2.4. Victims of a sexual assault should not change their clothing nor clean their person(s) or clothing until after the collection of evidence by medical personnel at the Sexual Assault Center (755-2700) or a hospital. This collection of evidence is necessary to the successful prosecution of the offense.

2.5. The Chattanooga State Center for Career Planning and Counseling (423) 697-4421 provides a list of available counseling, crisis, and mental health centers, both on campus and in the community, to victims of sexual assault.

2.6. Procedures regarding sexual offense disciplinary hearings are available at the Office of Vice President for Student Affairs or the Student Judicial Affairs Office. In addition to the provisions contained within the disciplinary hearing process, both the victim and offender have the following rights guaranteed under the Crime Awareness and Campus Security Act of 1990:

2.7. The right to have legal assistance or to have another person present during the disciplinary proceeding.

2.8. The right to be informed of the outcome of the disciplinary proceeding.
2.9.
The further right to require that Chattanooga State change the academic situations of victim and offender so as to prevent unnecessary and unwanted contact with each other, providing such academic changes are reasonably available.

2.10.
Possible sanctions for sexual offenses are listed in the Student Handbook under the Sanctions section.

3. Consensual Relations:
Chattanooga State seeks to provide and maintain a professional learning and working environment. For this reason it is inappropriate for faculty members to engage in sexual relationships with students even when both parties have consented to the relationship. Such relations are prohibited when a student is enrolled in a class taught by the faculty member, is an advisee, or is in some other way subject to the faculty member’s supervision. Also prohibited are sexual relationships between staff and the students they advise or supervise.

4.
Because of the dynamics of power and authority between supervisors and workers, sexual relationships between supervisors and subordinate employees are discouraged.

**WEAPONS:**

For information regarding this subject, please refer to College Policy # 06:58:01 (Weapons) in the “Human Resources” tab of the “Chattanooga State Policies and Procedures” of the College’s intranet system.

**WORKPLACE VIOLENCE:**

1. Purpose:
To define the Guideline of the TBR that all employees have the right to work in an environment free from physical violence, threats, and intimidation.

2. Guideline
2.1.
TBR has a strong commitment to its employees to provide a safe, healthy and secure work environment.

2.2.
TBR also expects its employees to maintain a high level of productivity and efficiency.

2.3.
The presence of weapons and the occurrence of violence or threats of violence in the workplace is inconsistent with these objectives.

2.4.
TBR expects all employees to report to the work site without possessing weapons and to perform their jobs without violence or threats of violence toward any other individual and to be able to perform their duties in a safe and productive manner. Violence, threats, or intimidation toward any other individual will not be tolerated.

2.5.
Weapons of any kind are prohibited in the workplace.

2.6. Coverage:
The provisions of this Guideline apply to all TBR employees and to all TBR work sites owned or occupied by TBR or its institutions. In addition, this Guideline applies to any conduct, on or off the work site, which poses a substantial threat to persons or property within the institutional community.

2.7.
Tennessee Board of Regents at its discretion, may from time to time modify this Guideline. In the event the TBR Workplace Violence Guideline is revised, a copy of the revised Guideline will be provided to each
employee.

3. Definitions:

3.1. Violence or threats:
Include acts of violence or threats of aggression including gestures or, oral or written expression which: (a) create fear of bodily harm; (b) cause or are capable of causing death or bodily injury; (c) threaten the safety of a co-worker, student or member of the general public; (d) damage property. Acts of violence and threats of violence include, but are not limited to: (a) verbal (such as threats, harassment, abuse or intimidation); (b) non- verbal (such as gestures and intimidation); (c) written communication (such as notes, e-mail); (d) physical (such as hitting, pushing, shoving, kicking, touching and assault); and (e) other (such as arson, sabotage, vandalism and stalking).

3.2. Weapon:
Includes a device, instrument, material or substance used for, or can cause death or bodily injury, or damage to property. Weapons include, but are not limited to: (a) an explosive or an explosive weapon; (b) a device principally designed, made or adapted for delivering or shooting an explosive weapon; (c) a machine gun, a rifle or shotgun, a handgun, a firearm silencer; (d) a switchblade knife or any other type of knife, or brass knuckles; (e) or any other implement for infliction of bodily injury, damage to property, or death which has no common lawful purpose. Pocket knives or knives used solely for eating, food preparation or distribution, are not considered “weapons” for purposes of these Guidelines unless used to inflict bodily injury or damage to property.

3.3. On the Work Site/In the Workplace:
Includes all real property owned or occupied by TBR, TBR vehicles and personal vehicles when performing state business off campus.

3.4. Possession:
Includes, but is not limited to, the presence of a weapon on the employee, in his/her motor vehicle, desk, lunch box, locker, a tool kit, bag, purse, cabinets, office, etc.

3.5. Reasonable Suspicion:
The degrees of knowledge sufficient to induce an ordinarily prudent and cautious person to believe that the circumstances being presented are more likely to be true than not. Reasonable suspicion must be based on an articulatory, specific and objective basis and may include direct observation; or information received from a source believed to be reliable.

3.6. Employee:
For purposes of this guideline, persons receiving a payroll check, with exception of graduate assistants or student workers.

3.7. Guideline Implementation:
It is the responsibility of Human Resources to ensure that all employees are given copies of this Guideline.

4.
Employees who are victims of or witness to violence or threats of violence must immediately report such conduct to campus or local law enforcement, appropriate supervisor and the Human Resources Officer.

5. Prohibited Activities:
TBR specifically prohibits the following and may discipline an employee up to and including dismissal for any of the following:

5.1.
Use, possession, or sale of any weapon on the work site.

5.2.
Storing any weapon in a locker, desk, lunch box, tool kit, bag, purse or other repository on the work site.

5.3.
Refusing to submit to an inspection for the presence of a weapon based on reasonable suspicion.

5.4. Refusing to allow inspection of storage areas specified in #2 above based on a reasonable suspicion that a weapon or weapons will be found in such area.

5.5. Conviction under any criminal statute for the illegal use or possession of a weapon or for committing a violent act against the person or property of another.

5.7. Refusing to cooperate in an investigation about allegations or suspicion that violence or threats of violence have or is likely to occur, or an investigation about the possession of a weapon by the employee or a co-employee.

5.8. Engaging in violence or threats of violence.

6. Note: Despite laws which provide for permits allowing individuals to carry concealed handguns, it is the policy of the TBR, pursuant to T.C.A. section 39-17-1309, to prohibit the possession of all weapons, including handguns, on property owned, operated or under the control the TBR. The only exceptions to this prohibition are as follows:

6.1. Firearms used for instructional or school-sanctioned ceremonial purposes.

6.2. Persons employed in the army, air force, navy, coast guard or marine service of the United States or any member of the Tennessee national guard when in the discharge of their official duties and acting under orders requiring them to carry arms or weapons.

6.3. Civil officers of the United States in the discharge of their official duties.

6.4. Officers and soldiers of the militia and the National Guard when called into actual service.

6.5. Officers of the state, or any county, city or town, charged with the enforcement of the laws of the state, when in the discharge of their official duties.

6.6. Any students who are members of the reserve officers training corps or students enrolled in a course of instruction or members of a club or team, and who are required to carry arms or weapons in the discharge of their official class or team duties.

6.7. Any private police employed by the institution in the discharge of their duties.

6.8. Any registered security officer/guard who meets licensing requirements, who is discharging such officer’s official duties.

6.9. Any law enforcement officer, policeman, or bonded and a sworn deputy sheriff may carry handguns always pursuant to a written directive by the executive supervisor of the organization to which the person is attached or employed, despite the person’s regular duty hours or assignments.

6.10. Firearms possessed by non-student adults, if the firearm remains unhandled, in the vehicle owned by the non-
student adult. However, each institution may decide to allow or not allow non-student adults to have firearms in the vehicle. If the institution chooses to not allow firearms in the vehicle, then the President can exercise the exception stated in this guideline.

7. Discipline:
An employee who violates this Guideline by engaging in any of the prohibited activities, pursuant to TBR guideline/policy, is subject to discipline up to and including immediate dismissal.

7.1.
An employee who violates this Guideline by bringing a weapon onto the work site whose employment is not terminated will be subject to searches from time to time, for an indefinite period not to exceed one (1) year from the date of the violation.

7.2.
An employee’s consent to submit to a search for weapons, based on reasonable suspicion, is required as a condition of continued employment and the employee’s refusal to consent may result in disciplinary action, possibly including dismissal.

8. Reporting:
An employee who witnesses an incident of violence, threats of violence or suspicious behavior, must immediately report such conduct to campus or local law enforcement, appropriate supervisor and the Human Resources Officer.

8.1.
Any employee who is granted a court order requiring any other individual to stay away from the employee’s place of work must furnish a copy of the order to the Human Resources Department and Campus Security when practicable.

8.2.
A supervisor who witnesses an incident of violence, threats of violence or suspicious behavior, must immediately report such conduct.

9. Miscellaneous:
Any TBR institution/center has the right to search any area on TBR premises for weapons including, but not limited to, lockers, furniture, containers, drawers, equipment or other facilities, lunch boxes, briefcases, personal bags, personal toolboxes or tool kits, parking lots, TBR vehicles and other vehicles parked on TBR owned or occupied premises. However, such searches will be based only on a reasonable suspicion that a weapon or weapons will be found. If feasible prior to conducting a search, the Office of General Counsel should be consulted.

9.1.
If an employee is injured while participating in a fight or after instigating a fight, then entitlement to workers’ compensation benefits may be denied, as consistent with Tennessee law.

9.2.
No part of this Guideline, nor any procedure therein, is intended to be construed as a guarantee or contract of employment or continued employment.

10. Non-retaliation:
This Guideline also prohibits retaliation against employees who report incidents of threats, violence, intimidating conduct, or weapons possession. Any employee bringing a complaint or assisting in the investigation of such a complaint will not be adversely affected in terms and conditions of employment, discriminated against or discharged because of the complaint.

11. Exceptions:
Exceptions to this Guideline, not otherwise prohibited by law, must be approved by the President.
SECTION 7
Leave Policies

Please refer to the Tennessee Board of Regents Web site (http://www.thr.edu), go to the “Policies and Guidelines” section of the Web site, then click on “Personnel Policies.” The applicable Tennessee Board of Regents leave policies are as follows:

• Annual Leave (Policy # 5-01-01-01)
• Bereavement Leave (Policy # 5-01-01-09)
• Civil Leave (Policy # 5-01-01-05)
• Disaster Relief Service Leave (Policy # 5-01-01-17)
• Educational Leave (Policy # 5-01-01-13)
• Leave of Absence (Policy # 5-01-01-03)
• Military Leave (Policy # 5-01-01-04)
• Parental Leave (Policy # 5-01-01-08)
• Sick Leave (Policy # 5-01-01-07)
• Transfer of Sick Leave Between Employees (Policy # 5-01-01-15)
• Transfer of Leave Between The State University and Community College System and State Agencies (Policy # 5-01-01-16)
• Voting Leave (Policy # 5-01-01-12)

SICK LEAVE BANK:

Two (2) sick leave banks have been formed at the College, one for eligible faculty and another for eligible professional staff and clerical/support employees. To join the faculty sick leave bank or for information on use of the sick leave bank, contact a Faculty Senate officer. The same circumstances apply regarding the professional staff and clerical/support staff sick leave bank. Professional staff and clerical/support employees should contact their respective association officers.
SECTION 8
Facilities, Safety, and Parking

CUSTODIAL SERVICES:

Plant Operations, through the custodial department, provides cleaning of the campus buildings in order to support the overall mission of the institution.

Cleaning: Normal cleaning activities do not require a work order. Examples of normal cleaning duties include: vacuuming carpets; dusting; cleaning marker boards, walls, and windows; cleaning and restocking restrooms; sweeping floors; cleaning vents; cleaning up spills and emptying trash containers. A request for attention to an area can be called in to the Custodial Supervisor or to Plant Operations. Special requests should be submitted by written Work Order Request Form as far in advance as possible. Scheduling of work is the responsibility of the Custodial Supervisor.

Set-ups: The Custodial Department is also responsible for special set-ups. Services should be requested at least one week in advance by submitting a Work Order Request Form. The request form should include the following information:

- Type and amount of equipment needed
- Date of event
- Time of equipment setup
- Date event ends
- Time of equipment removal
- Setup instructions including sketch if appropriate

Requests for electronic equipment should be sent to Media Services by their work order. All setups will be done during normal workdays and hours unless prior arrangements have been made with Plant Operations. Events with more than one hundred (100) people in attendance will require custodial personnel to be present. Persons responsible for non-campus events will be required to make arrangements and compensate Plant Operations for these services.

Work Schedules: The normal work schedule for the Custodial Department is twenty-four (24) hours a day, Monday through Sunday, except for holidays. The majority of the workforce is on duty from 7:00 a.m. to 3:30 p.m.

Location: The Custodial Department is housed on the first floor of the Plant Operations Building. However, their workstations encompass all of the campus buildings as well as the East, Kimball, Dayton, Eastgate, and Sequatchie Valley Technology Center sites.

Source: Approved Executive Staff, President’s Cabinet, and President, August 21, 2000.

EMERGENCY MEDICAL FIRST RESPONSE:

Members of the Department of Public Safety receive CPR training and certification.

Numbers to Call:
For emergencies, call either ext. 4467 or cellular phone 595-3651. If 911 is called, the victim is responsible for all ambulance fees.
**EMERGENCY PROCEDURES:**

Whenever 911 is called or an ambulance is summoned, the offices of the President and the Executive Vice-President of Business and Finance must be notified of the presence of the ambulance on campus property. Approved primary care facilities must be utilized for all work-related injuries.

Public Safety personnel are designated as First Responders for all injuries and accidents that occur on campus property and should utilize First Responder medical kits. Students and faculty/staff are encouraged through the Chattanooga State Disabilities Support Services to file a Seizure Response Plan or an Accommodation Request Form with Public Safety that disclose known medical conditions and the appropriate response Public Safety should perform if that condition arises.

Medical emergencies may be classified as acute, urgent, and minor. The following outline defines these terms and establishes the corresponding action plan for each.

**Acute Emergencies:** Situations that involve head injuries, arrested breathing, heart attack, stroke, heavy internal or external bleeding, poisoning, shock, or other situations where the victim is rendered unconscious or semi-conscious.

**ACTION PLAN:**
- The First Responder on the scene should administer aid by way of CPR if needed, or by applying pressure to any bleeding. All persons rendering aid to injured people must follow the precautions and procedures relating to blood-borne pathogens. These precautions may include gloves, face shields, coveralls, goggles, and hand washing. All body fluids must be treated as suspect and thus handled as biohazards.
- Keep the victim as comfortable as possible without moving the victim.
- Summon an ambulance through radio dispatch.
- Stay with the victim and continue to administer appropriate aid until medical help arrives.
- Public Safety will document the accident on an Incident Report Form and forward a copy to the appropriate supervisor if it is a work-related injury. Public Safety will also assist in notifying an emergency contact person.

**Urgent Emergencies:** Situations that involve lacerations, fractures, or other situations where the injured person remains conscious, alert, and lucid.

**ACTION PLAN:**
- The First Responder on the scene should render first aid as the situation dictates.
- Summon help through radio dispatch and determine whether the person wants an ambulance.
- Stay with the victim and continue to administer first aid as necessary.
- Document the accident as above.

**Minor Injuries or Medical Problems:** Includes bruises, scrapes, minor cuts, or fever. Seizures may also fall into this category.

**ACTION PLAN:**
- The First Responder on the scene should render first aid as the situation dictates.
- Call for assistance as requested by the victim.
- Document the accident as above.
- First Aid Kits and Locations of First Aid Kits:
- First aid kits are placed in various locations of the campus and sites and are inspected on a regular basis by Public Safety in order to replenish supplies as required. The locations of these kits are as follows:
Kimball Campus: Front Desk (837-1327)
Dayton Campus: Front Office (365-5010)
East Campus: Reception Office (ext. 4797)
Eastgate Campus: Reception Desk (468-1140)
Sequatchie Valley Campus: Main Office (554-4027)
Main Campus: Public Safety(Ext. 4467)

Arrangements have been made with these hospitals in the event of an emergency when the victim does not specify a hospital.

<table>
<thead>
<tr>
<th>FACILITY</th>
<th>ADDRESS</th>
<th>TELEPHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erlanger Medical Center</td>
<td>975 East Third Street</td>
<td>778-2094</td>
</tr>
<tr>
<td>Memorial Hospital</td>
<td>2500 Citico Avenue</td>
<td>495-8577</td>
</tr>
<tr>
<td>Northpark Hospital</td>
<td>2051 Hamill Road</td>
<td>870-2199</td>
</tr>
<tr>
<td>Parkridge Medical Center</td>
<td>2333 McCallie Avenue</td>
<td>493-1491</td>
</tr>
</tbody>
</table>

All expenses incurred for ambulance transportation and subsequent treatment will be the responsibility of the victim.

In general, the campus is closed after 10:30 p.m. on weekdays and after 12:30 p.m. on Saturdays. Certain exceptions apply in the case of the Library, athletic facilities, and some laboratories. Should a special group be present, the group supervisor is responsible for implementing emergency procedures. Public Safety should always be contacted. Documentation of all first-aid or medical treatment is kept by Public Safety.

**EQUIPMENT/FURNITURE REMOVAL (INCLUDES SURPLUS):**

Equipment or furniture moved from one location to another or put into surplus must be reported on an Equipment Inventory Adjustment Form. These forms are available from the Business Office and should be returned to the Data Coordinator in the Business Office. If an item is to be put into surplus, a Physical Plant Work Order Request Form should be completed for the removal of the item.

Periodically, the Business Office will ask each department to verify an inventory report. This procedure involves verifying identification numbers on tagged equipment with the equipment list from the Business Office.

Equipment malfunctions should be reported to the department head.

For more information regarding surplus items, please refer to Tennessee Board of Regents Policy # 4-02-20-00 (Disposal of Surplus Personal Property).

**FACILITY UTILIZATION:**

To request the use of campus facilities during regularly scheduled work hours, employees should contact the following office:

<table>
<thead>
<tr>
<th>CONFERENCE ROOM</th>
<th>SCHEDULING OFFICE</th>
<th>EXT.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business &amp; Information Technolgies</td>
<td>Business &amp; Information Technologies</td>
<td>4463</td>
</tr>
<tr>
<td>President’s Conference Room</td>
<td>President’s Office</td>
<td>4343</td>
</tr>
<tr>
<td>Staff Dining Room (Omniplex)</td>
<td>President’s Office</td>
<td>4343</td>
</tr>
<tr>
<td>CONFERENCE ROOM</td>
<td>SCHEDULING OFFICE</td>
<td>EXT.</td>
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<tr>
<td>Health &amp; Physical Fitness</td>
<td>Athletic Director</td>
<td>3370</td>
</tr>
<tr>
<td>IMC Conference Room</td>
<td>Provost/Vice President Academic Affairs</td>
<td>4522</td>
</tr>
<tr>
<td>Humanities Auditorium</td>
<td>Auditorium Manager</td>
<td>2424</td>
</tr>
<tr>
<td>Library Conference Room</td>
<td>Dean, Library Services</td>
<td>2457</td>
</tr>
<tr>
<td>General Purpose Classrooms</td>
<td>Dean, Allied Health</td>
<td>4785</td>
</tr>
</tbody>
</table>

No charge will be made for facility use when the event is co-sponsored by an office or division of the College. Non-sponsored events for which an employee requests facilities are subject to Tennessee Board of Regents Policy # 3-02-02-00 (Use of Campus Property and Facilities).

**FIRE ALARMS:**

In the event a fire alarm sounds on campus the procedures listed below will be followed.

The Fire Department is called either by the fire alarm monitoring company or Public Safety or the site manager for off-campus sites.

Personnel from Plant Operations, which includes Public Safety, will immediately respond to the building and investigate the cause of the alarms.

All occupants of the affected building must evacuate the building. Plant Operations will assist disabled persons in the evacuation.

Public Safety will ensure that the area is completely evacuated and will station personnel near each entrance in order to prevent unauthorized re-entry.

**FIRE DRILLS:**

The Assistant Director of Safety coordinates the implementation of all fire drills and system testing on campus. Timetables for these events will be established with input from the Executive Vice-President of Business and Finance and the Vice President of Academic Affairs. Records will be maintained on all drills and tests. The Fire Department will be notified in advance of all drills and tests. The following instructions will apply:

The signal for a fire drill will be a continuous blast of the fire alarm system. Visible strobe lights, strategically located throughout primary facilities, will continuously flash while the alarm system is activated. The existence and location of the lighting system should be communicated to individuals with hearing difficulties.

All employees should become familiar with the closest exit from classrooms/offices and provide direction for all involved persons.

Exit the building as rapidly as possible, but do not run.

Employees should direct students well away from buildings toward parking or sidewalk plaza areas.

The fire alarm system will be deactivated after the determination that all personnel have evacuated the building and there are no existent dangers of fire.

Should a real and present danger of fire exist, Public Safety will contact the Fire Department.
**FIRE EMERGENCIES:**

Chattanooga State buildings employ fire alarm systems utilizing both visual and audio enunciators. These systems are inspected annually and serviced as needed by a contracted alarm company. All buildings have automatic call provisions to the Fire Department. The Health and Physical Fitness building, Student Center, portions of the Center for Advanced Technology, and the Sequatchie Valley Campus have automatic fire suppression devices. All buildings have portable fire extinguishers located throughout the buildings in strategic and well-marked positions. These fire extinguishers are inspected and serviced annually by a licensed contractor and are visually inspected monthly by Public Safety.

**GROUNDS:**

Plant Operations, through the Grounds Department, provides upkeep and improvements to the campus grounds, roads, parking lots, and signage system in order to support the overall mission of the institution.

**Landscape Maintenance:** The grounds department maintains the campus grounds at the main campus, East, Kimball, and Sequatchie Valley. The primary maintenance duties include: cutting and edging of grass, trimming of trees and shrubs, fertilization of plants, spraying of pests and weeks, mulching of trees and beds, watering and irrigation of lawns and plants, upkeep of athletic fields, trash removal, and the servicing of outdoor garbage cans.

**Landscape Improvements:** Improvements to the campus landscape include: planting of trees, shrubs, and flowers, installation of irrigation systems, installation of beds, and edging.

**Roads, Parking Lots and Signs:** The Grounds Department maintains campus roads, parking lots, and signs by painting and striping roads, curbs, and parking spaces as needed, filling of pot holes, trash removal, adding and replacement of directional signs, maintenance of parking bumpers, cleaning of storm drains, removal of water-way obstructions, and grading of gravel lots.

**Other Duties:** The department is also responsible for special event tent set-ups as requested by individuals through submission of a Work Order Request Form.

**Ice and Snow:** In order to ensure the safety of employees, students, and visitors any time there is an accumulation of ice or snow on campus, the Grounds Department is responsible for the removal of the hazardous accumulation by implementation of the Ice and Snow Removal Plan.

**Work Schedules:** The normal work schedule for the Grounds Department is Monday through Friday, with personnel on duty ranging from 6:30 a.m. to 4:00 p.m.

**Location:** The Grounds Department is housed on the first floor of the Plant Operations building. However, their workstations encompass the entire campus grounds as well as the East, Kimball, and Sequatchie Valley Technology Center sites.

Source: Approved Executive Staff, President’s Cabinet, and President, August 21, 2000. Reviewed, January 26, 2009.

**INCLEMENT WEATHER PROCEDURES AND POLICIES:**

Faculty, staff, and students are expected to listen to broadcast announcements when there is a possibility of school closing. In the event of inclement weather, the Provost/Vice-President OF Academic Affairs will notify the local radio and television stations to make a public announcement regarding the status of the College. Information regarding school closing will also be posted on the Chattanooga State web site and a telephone broadcast message will be sent out via the voice mail system.
For further information regarding this subject, please refer to College Policy # 03:26:00 (Inclement Weather) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**KEYS AND LOCKING SYSTEMS:**

Chattanooga State is committed to providing faculty and staff with convenient access, when needed, to all work areas with as little restriction as possible. The maintenance of all locking systems and the control of keys are necessary to maintain appropriate security and safety measures to safeguard college buildings, equipment and other facilities. All locking devices and keys are the responsibility of the Assistant Vice President of Plant Operations, who will keep an active and comprehensive key control program in place. The authorization for and use of keys are the responsibility of the department head or administrator for each applicable unit. This applies to all off-campus sites that utilize the campus standard key system. It does not apply to any desks or other furniture, safes, lockers, or special storage units that are not equipped with the standard locks.

**Individual Key User’s Responsibility:** Employees issued college keys are required to safeguard these keys against loss or theft. Keys should not be left on desks, in doors, or other unattended areas. If a key is lost or stolen it should be reported to Plant Operations and Security immediately. A lost key may cause the individual or department to be held responsible for the cost of re-keying the affected area. Keys must not be loaned, swapped, or copied. Continued loss or abuse of keys will result in loss of key privileges for the offending employee. Any employee in possession of unauthorized keys is subject to disciplinary action.

**Obtaining Keys:** Keys will be issued to regular employees and are non-transferable. When an employee requires access to an area, he or she must initiate a written Authorization for Building Keys Form stating the building rooms where access is desired. Once the appropriate supervisor has approved the request by signing the form it is forwarded to Plant Operations. Master keys require Vice Presidential approval. When the key is fabricated, Plant Operations will notify the department so the recipient may come to Plant Operations to be issued the key. The recipient must sign for all keys.

**Returning Keys:** Individuals returning keys must bring them to Plant Operations during normal working hours, at which time returned keys will be removed from their records. Keys should not be sent through the campus mail. When an employee is terminating employment, issuance of his or her final paycheck is dependent upon return of all keys. Payment of re-keying affected areas may be required of an employee who has lost any key previously issued.

**Locking Devices:** There shall be no locking devices independent of the College system attached or installed on College doors.

**Special Security Locking Systems:** A department head may identify an area in the department that requires a higher than usual level of security due to equipment sensitivity or concentration of costly equipment. This area, upon approval of the Executive Vice President of Business and Finance, can be key to a system separate from the master system. The conditions of this approval are as follows:

The department foregoes routine maintenance such as light bulb replacement or regular cleaning and must arrange by work order these services.

The area identified must not interfere with routes of egress necessary in the event of building emergencies.

The area must not contain any physical plant equipment or controls that require access by maintenance or security personnel.

**Special Security Alarm Systems:** A department head may identify an area in the department that may require an alarm system in order to further secure costly or sensitive equipment. Upon approval of the Executive Vice President of Business and Finance an alarm system can be installed at the department’s expense, providing the code is on file with the Security Department.
MAIL:

Plant Operations, through the department of Mail Services, provides mail pick-up and delivery to most all campus sites. The department also picks up mail from the post office, sorts mail, applies postage, and prepares packages for shipment.

All inter-office mail should be sent in brown inter-office envelopes only.

Outgoing Mail: Mail to be sent through the Post Office is collected on runs throughout the day. This mail is sorted into two groups. The first group consists of letters that are to be mailed the same day and are stamped at the current postal rate per piece. The second group consists of large envelopes that are mailed the same day with postage applied according to weight. Official outgoing mail should list the departmental account number on a note attached to the mailing when it is picked up by Mail Services. Chattanooga State letterhead envelopes are available from department/division secretaries and should be used only for sending official off-campus mail.

Bulk Mailings: Mailings with 200 or more pieces should be mailed as a bulk mailing. Bulk mailings can be picked up by Mail Services with advance notice or can be brought to Mail Services. These bulk mailings must have the account number and total count attached at the time of pick-up.

Postage Return Mailings: Mail with postage return attachments is sent by one of the above methods. Upon return of the attachment, the Post Office charges the account at the prevailing postal rate for postcards and letters. Mail Services then charges the appropriate amount to the sending department.

Package Shipping: Mail Services handles processing of parcels to be shipped or returned. Packages can be picked up on regular mail runs or can be brought to Mail Services. Packages must show the account number of the department to be charged shipping costs, as well as the amount of desired insurance. No package can be insured for more than $999.00 through the on-line registration required by U.P.S. Departments desiring more insurance may either take the package to the nearest U.P.S. location or have Mail Services ship by U.S. Post for a maximum of $5,000.00. All unspecified shipments go by U.P.S.

Work Schedules: The normal work schedule for Mail Services is from 7:00 a.m. to 3:30 p.m. Monday through Friday except for holidays.

Location: Mail Services is located on the first floor of the Plant Operations Building.

Source: Approved Executive Staff, President’s Cabinet, and President, August 21, 2000. Revised January 28, 2009.

MAINTENANCE:

Plant Operations, through the Maintenance Department, provides upkeep and improvements of the buildings and structures on campus in order to support the overall mission of the institution.

Facilities Maintenance: The Maintenance Department is responsible for the upkeep and operation of all College-owned facilities and fixed equipment, and, in some cases for leased facilities. The duties and responsibilities of the various units within the Maintenance Department are as follows:

HVAC: Manages the operation and control of building heating, cooling, ventilation, and air-conditioning systems, as well as the central chiller and boiler systems.
**Electrical:** Installs and maintains all building electrical devices including fans, motors, elevators, fire alarms, inside and outside lights, wiring, breaker boxes, fuse boxes, and some appliances. Phones and computers are not the responsibility of this department.

**Carpentry:** Maintains and remodels wooden structures, constructs cabinets, repairs wooden furniture, repairs doors and locks, and conducts similar activities.

**Plumbing:** Maintains all building plumbing systems including pumps, pipes, valves, fixtures, drains, traps, lift stations, and irrigation systems.

**Mechanical:** Maintains compressors, fan drives, clocks, College vehicles, and power equipment, and fabricates metal.

**Painting:** Paints, finishes, refinishes all College doors, walls, and trim as well as equipment, furnishings, and other related items.

**Work Orders:** All major work requests must be submitted in advance on a Work Order Request Form provided by Plant Operations. Scheduling of work resulting from these requests is the responsibility of the Assistant Vice President of Plant Operations, with emergencies and normal infrastructure maintenance taking priority. Completion time for requests depends on work load and personnel availability. Time-sensitive requests should be cleared in advance with Plant Operations. Materials required beyond normal maintenance will be charged to the requesting department. In some instances materials may be charged to a renovation account, providing funds are available, the project meets qualifications, and is approved by the Executive Vice President of Business and Finance.

Written work orders are not required for the following items: (a) Light bulb replacement, heating and air conditioning problems, plumbing problems, electrical problems (no power, smoke, odors), door problems (inability to lock or secure a door), or emergency situations. Phone Plant Operations at ext. 4495 to report any of the above. (b) Removing one or two items to storage. Place items in hallway with a note, stating “MOVE TO SURPLUS or MOVE TO STORAGE.” (Surplus items will be given to staff or faculty as requested. Storage items must be securely marked with name, extension number, and date. Storage space is limited and storage time is limited). Phone Plant Operations with the location of the item to be removed. Removal of more than one or two items will require a written work order.

Work orders are required for any items not mentioned above.

Written work orders for structural changes and moves (see Move and Renovation Procedures in the next subheading) should be approved by the appropriate Vice President. Examples of structural changes are as follows: move, install, or remove walls, doors, or windows; change or install additional electrical service and lighting; and change floor surfaces. Contact Plant Operations for additional information. Work orders for most other types of work will not require Vice President approval; these may be approved by the appropriate Dean or Director.

After approval, the Assistant Vice President of Plant Operations processes the work orders and schedules the work.

**Work Schedules and Emergencies:** The normal work schedule for the Maintenance Department is Monday through Friday, 7:00 a.m. to 4:30 p.m. except for holidays. For maintenance emergencies during normal first shift hours, Plant Operations can be contacted at 697-4495. For after hours, weekends, and holidays, a maintenance employee is on call and can be contacted through Security at 697-4467 or 595-3651.

**Location:** The Maintenance Department is housed on the first floor of the Plant Operations Building with work performed in all buildings and structures on campus as well as the East, Kimball, Dayton, and Sequatchie Valley sites.
MOVE AND RENOVATION PROCEDURES:

Moves can generally be divided into three (3) categories or combinations of these categories:

Moves of furniture/people within an area.

Moves of furniture/people from one area or building to another.

Moves, including labs and classrooms, which involve construction or modification to the physical space and/or support systems. This category may involve obtaining TBR approval and an architect must be contracted in order to design the changes or additions to ensure that all applicable building codes are met.

On most moves, one or more of the following must be considered: carpet/flooring, paint, communications outlets, electrical requirements, lighting, plumbing, ADA requirements, locks and keys, HVAC, and furniture and equipment procurement and placement.

To ensure a relatively smooth move, please do the following:

Contact Plant Operations and the Computer Center. The Computer Center is responsible for all computer and telecommunications installations.

Arrange for a pre-move meeting in order to determine the feasibility of the requested move. Information needed at this meeting will include the number of people moving, the size of the area involved, the area to move from and the area to move to, a sketch of the desired new area design, and any special needs such as electrical, HVAC, and plumbing.

A move packet with all needed forms such as work orders and key requests will be provided by Plant Operations at this meeting.

An estimate for any cost to be incurred by the requesting department will be provided from the information that is provided in this meeting. Money needed for any renovation should be requested and approved for the current fiscal year during the annual budget cycle for the College.

Any changes to the renovation request will require re-estimation of the cost and possible delay of the project.

Discuss the cost with the appropriate Vice President to determine if the project should continue.

Once the decision to continue is made, initiate a Plant Operations Work Order Request and a Computer Services Request Form as far in advance as possible. Computer Services also has this request form online. Moves and renovations must be scheduled by Plant Operations due to existing work and prior commitments.

Extensive or involved renovations may require several meetings in order to finalize specifications for the bid process. Some or all of the renovation may be contracted out depending on the time factor and Plant Operations’ work load.

Once renovations are complete, assuming they are required, the person or department to move will be contacted.

After necessary renovations, a meeting with Plant Operations should be scheduled in order to go over the specifics of the move. Two (2) employees from the moving department need to attend in order to have a backup contact. A Move Checklist will be provided at this meeting to determine what is to be done by the department and what Plant Operations will do.
The person moving will need to do the following prior to a move:

The contents of all bookshelves must be packed in boxes and ready for transport.

All contents of lateral file cabinets must be packed in boxes.

The contents of vertical file cabinets may or may not need to be removed and packed. This will be determined during the move meeting.

Any desk drawers that cannot be removed must have contents removed and packed in boxes.

If building-to-building transport is required, all contents and cabinets must be removed and packed in boxes.

The owner should transport fragile and delicate items, as Plant Operations will not be responsible for loss or damage.

All boxes should be taped, closed, and marked with the name of owner and the location of the new destination.

The boxes should not be extremely large or packed with too much weight. With advance notice, boxes can be obtained from Plant Operations.

Any items to go to storage or stay in place should be so marked. Items bound for surplus must have an Equipment Inventory Adjustment Sheet completed for any item that has an inventory tag. These forms are available from the Business Office.

Furniture to be moved should have its new destination written on paper and taped to the top surface.

On the day of the move, a person who is familiar with the new area set-up and furniture placement should be available. Plant Operations will not return to relocate furniture or equipment once it is placed in the new area. Failure to abide by the above requirements will result in delays in the move until the requirements are completed.

Any person who is to move must complete an Authorization for Building Key Request Form for the area they are to move to. All keys to previously occupied area must be turned into Plant Operations unless a need for access to that area continues. Keys must not be swapped or exchanged between employees.

Notify the Switchboard, Mail Services, Shipping and Receiving, and the campus directory service in Marketing of the new location.

Source: Approved Executive Staff, President’s Cabinet, and President, August 21, 2000. Reviewed, January 26, 2009. For further information regarding this subject, please refer to College Policy # 05:22:00 (Move and Renovation Procedures) on the “Business and Finance” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**PARKING APPEALS PROCEDURES:**

Procedures for Administering Traffic and Parking Regulations:

Vehicles that violate campus traffic and parking regulations will receive a written citation according to the regulations established and published in the traffic code.

**Traffic Appeal Form:**
Students who wish to appeal a ticket must file an appeal with the Judicial Officer of the Department of Public Safety within seventy-two (72) hours of receiving the ticket.

Appeal forms are available in the Student Life office or Public Safety office. The appeal form must be completed with a valid return address, a copy of the student’s parking hang tag, and the ticket in question attached to the appeal form. The appeal will be forwarded to the Student Government Association’s Chief Justice for review and decision.

A copy of the appeal form stating the Chief Justice’s decision is then mailed to the individual making the appeal. Students should retain the copy of the appeal form returned to them showing denial or approval in case questions arise in the future about the disposition of the ticket.

Faculty/staff or visitors who receive a ticket and wish to appeal it may send the ticket, their contact information, and the reason why they think the ticket should be voided to the Executive Vice President for Business and Finance, who will render a decision.

Parking violations on permanent handicap parking locations are not voided. The status regarding handicap parking and related fines are determined by State legislation and guidelines, and cannot be overruled by campus authorities.

Voided student, faculty, and staff tickets are forwarded to the Bursar’s office; voided visitor tickets are forwarded to Public Safety.

**PARKING FACILITIES AND TRAFFIC REGULATIONS:**

Policy: All students, faculty and staff are expected to comply with the parking regulations in force. These regulations are contained in the Student Handbook, which is made available at registration for each student and is on the Chattanooga State Web site. All vehicles parked illegally are subject to being towed away at the owner’s expense.

**General Parking Rules:**

The cooperation of all persons using Chattanooga State parking facilities is necessary. Those who refuse to comply with these regulations and with the normal expected parking requirements (such as parking properly within an outlined space, parking where directed by Plant Operations personnel, obeying traffic signs, and other normal courtesies) will be given a violation ticket. Refusal to pay parking fines will result in holding of student grades and records until all fines are paid.

Persons who flagrantly disobey these regulations by parking where they block entrances, exits or other cars, or exhibit other complete disregard of common courtesies for other people, may have their vehicle removed from Chattanooga State parking facilities at the owner’s expense.

Students who intend to drive to classes and will be enrolled for day or evening classes must pick up a parking hang tag for their vehicle during the week of general academic registration or immediately after the vehicle is brought to campus. Hang tags are available without charge to students at the Bursar’s Office; current price in 2010 for a faculty/staff hang tag is $10.00.

The hang tag must be properly displayed in every student or faculty/staff vehicle using parking facilities. The hang tags are registered to an individual and may be transferred between vehicles. A properly displayed hang tag is one where the hang tag number, expiration date, and orange or blue icon are clearly visible through the front windshield. Hang tags are issued annual in August. If it is necessary to use a vehicle without a valid hang tag for a limited time, the student or faculty/staff member must secure a temporary parking permit from the public safety office in order not to be liable for a fine.
Parking is prohibited on any curve, roadway, loading zone, or ramp access; these areas may not be identified by a painted color though the parking prohibition is still in force. Parking is prohibited in all fire lanes or reserved areas. Any vehicle parked crossing or parallel to a curb where a parking space is not identified, or on or in a median, will be in violation. Wheels must be headed into concrete wheel stops in graveled lots. Without exception, valid parking spaces are either striped or have a concrete wheel stop.

Maximum speed on campus is 15 miles per hour. All accidents on campus must be reported to the Public Safety Department.

Parking facilities close at 10:30 p.m. Monday through Friday. When a faculty/staff member has a valid requirement to park overnight on the Chattanooga State parking facilities, he/she should check with the Plant Operations for permission and advise Public Safety by written memo of intent.

After 5:15 p.m. Monday through Friday, all parking is open with the exception of handicapped areas and reserved locations beneath the CBIH Building.

Authorized parking areas are identified by classification and color code:

<table>
<thead>
<tr>
<th>AREA COLOR</th>
<th>DESCRIPTION</th>
<th>SPECIAL INSTRUCTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>Fire Lane</td>
<td>No Parking</td>
</tr>
<tr>
<td>Yellow</td>
<td>Traffic Lanes</td>
<td>No Parking</td>
</tr>
<tr>
<td>Blue</td>
<td>Student Parking</td>
<td></td>
</tr>
<tr>
<td>Orange</td>
<td>Faculty/Staff Parking</td>
<td>Any reserved parking for executive staff members will be labeled.</td>
</tr>
<tr>
<td>White</td>
<td>Visitor Parking</td>
<td>Areas will be identified by markers. Limited to campus visitors only.</td>
</tr>
<tr>
<td>Blue/White</td>
<td>Handicapped Parking</td>
<td>Areas painted with handicap log and may be identified by vertical markers. Approved disabled/handicapped drivers or passengers only. Must secure Chattanooga State handicapped hang tag.</td>
</tr>
<tr>
<td>Blue</td>
<td>Motorcycle Parking</td>
<td>Areas are labeled as “Motorcycles Only.”</td>
</tr>
</tbody>
</table>

Traffic Violations: Traffic violators will be ticketed and assessed the following fees:

<table>
<thead>
<tr>
<th>VIOLATION</th>
<th>FINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlawful Parking</td>
<td></td>
</tr>
<tr>
<td>Yellow Curb or Traffic Lane</td>
<td>$10</td>
</tr>
<tr>
<td>Red Curb or Fire Lanes</td>
<td>$10</td>
</tr>
<tr>
<td>Visitor Parking Area</td>
<td>$10</td>
</tr>
<tr>
<td>Faculty/Staff Lot</td>
<td>$10</td>
</tr>
<tr>
<td>Handicapped Parking Area</td>
<td>$200</td>
</tr>
<tr>
<td>Moving Violation</td>
<td></td>
</tr>
<tr>
<td>Any moving violation</td>
<td>$10</td>
</tr>
<tr>
<td>Other Violation</td>
<td></td>
</tr>
<tr>
<td>Any other violation</td>
<td>$10</td>
</tr>
</tbody>
</table>

Fees for violations must be paid within five (5) days at the Bursar’s Office located in the Student Center, unless an appeal is pending. Appeals must be made within seventy-two hours.

**PUBLIC SAFETY:**

Plant Operations, through Public Safety, provides safety, security, and police services to the campus community in order to support the overall mission of the institution.
**General Information:**

Information presented in this section is neither designed to serve as any agreement or contractual arrangement for providing safety, security, or police services to members of the college community nor to guarantee an individual’s personal safety when utilizing campus facilities or grounds. Public safety urges all members of the College community to follow personal safety guidelines as the best method of preventing crime. Public Safety has a close working relationship with municipal, county, state, and federal law enforcement agencies. The Chattanooga Police Department offers close support by providing transportation of all persons arrested on campus, by patrolling surrounding areas, and by investigating all major crimes on campus. The Chattanooga Police Department is notified of all felony crimes that occur on campus. The Tennessee Bureau of Investigation is notified of any crime determined to be of special interest.

**Services Provided:**

Security services are provided at the Eastgate site through a private security contractor. Public Safety provides services to the Main, East, Dayton, Kimball and Sequatchie Valley campuses. These services include:

- Locking and unlocking building doors
- Serving as First Responder for injury incidents
- Patrolling the buildings and grounds
- Providing security information to employees and students
- Overseeing traffic and parking enforcement
- Reserving parking for special events
- Providing information and directions
- Conducting safety inspections
- Jump-starting vehicles with dead batteries and unlocking vehicles at the request of owners
- Providing night class safety escort
- Investigating and reporting accidents and incidents
- Changing tires for pregnant, disabled, or senior persons
- Conducting fire drills

**Department Firearm Policy:**

Commissioned Officers are issued departmental weapons and carry them while on duty unless otherwise instructed. The use of deadly force is prohibited except when necessary to prevent serious harm or death to the employee or other people. Police officers receive annual firearm training in accordance with the Tennessee Peace Officers Standards and Training commission.

Other non-lethal methods of enforcement available to Public Safety personnel, such as pepper spray, must be exhausted before resorting to the use of deadly force. Public Safety personnel are trained in methods of apprehension.

**Reports:**

Public Safety is responsible for all reports concerning security and traffic. A monthly report, which contains all crime incidents occurring on campus, is available in the office of the Vice President of Student Affairs and in the Public Safety office. This report is forwarded to the Tennessee Bureau of Investigation which compiles reports from all institutions and provides an annual [Crime on Campus](#) report on comparative crime statistics at all institutions.

**Work Schedules:**

Public Safety has personnel on duty twenty-four (24) hours a day 365 days a year. The Public Safety Office is normally open Monday through Friday from 7:00 a.m. to 4:00 p.m. During these hours, Public Safety can be
contacted at extension 4467. After these hours or on holidays, Public Safety can be contacted through a cellular phone (595-3651). An automated phone attendant will provide the cell phone number, or the phone switch will automatically forward the call to the cellular phone.

**Location:**

Public Safety is located on the second floor of the Plant Operations Building.

**Source:** Approved Executive Staff, President’s Cabinet, & President, 08/21/2000. Reviewed, January 26, 2009.

**RECYCLING:**

In keeping with the college’s commitment to environmental stewardship, a campus wide program for recycling paper products and plastic bottles is followed. Blue bag receptacles are provided to interested employees for most types of paper recycling.

**Procedures:**

- Containers are placed in offices, halls, and classrooms.
- Once the bags are full, the responsible employee takes them to the designated drop-off point in his or her building.
- Drop-off day is each Thursday.
- Empty bags can be obtained at the drop-off point or by calling Plant Operations.
- The custodial staff will transport the full bags to the Physical Plant for pick up by the recycler on Fridays.
- No cardboard or newsprint should be placed in the bags, since the college recycles cardboard separately.
- Cardboard is collected at the pick-up points and transported to behind the cafeteria, behind the bookstore, or the Physical Plant for pick-up by the recycling contractor.
- Other Recycled Materials: Plant Operations also recycles used oils, fluorescent light bulbs and ballasts, automotive batteries, tires, and wooden pallets.

**Source:** Approved Executive Staff, President’s Cabinet, and President, August 21, 2000. Reviewed January 28, 2009.

For other information regarding this subject, please refer to College Policy # 05:28:00 (Recycling) on the “Business and Finance” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**SAFETY:**

For further information regarding this subject, please refer to College Policy # 03:26:01 (Safety) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**SHIPPING AND RECEIVING:**

Plant Operations, through the Shipping and Receiving Department, provides shipping and receiving services for materials and operational supplies ordered by College staff and departments in order to support the overall mission of the institution.

**Receiving Procedures:**
Shipping and Receiving must receive all requisitioned supplies, except for airfreight and special delivery to off-campus sites. Requests for direct delivery of these items should be designated on the original requisition.

Shipping and Receiving should be notified of expected large bulk orders, urgent time-sensitive deliveries, and any expected packages requiring special handling (i.e., frozen lab supplies).

Obvious damage to the package exterior will be noted on the shipper delivery ticket.

The Receiving Department cannot accept personal packages.

Complimentary packages should be identified as such and should be addressed with the name of the intended recipient.

All packages must contain the ordering person or department’s name and purchase order number on the label. It is the responsibility of the ordering department to ensure vendors place this information on every package. Failure to list this information on the label will result in substantial delays in delivery time.

**Delivery Procedures:**

Packages delivered to occupied offices must be signed for on the delivery log sheet.

Packages will be delivered to unoccupied offices if the area is secure. Such deliveries will be so noted on the log sheet by the delivery person.

Plant Operations personnel will accomplish deliveries to off-campus sites during regularly scheduled visits to these sites.

Shipping and Receiving will not inspect contents of packages. It is the responsibility of the ordering party to inspect packages for correctness and completeness and report such on the goldenrod copy of the requisition to the Business Office.

Shipping and Receiving cannot assemble items. Any assembly must be requested by written work order to Plant Operations.

Shipping and Receiving will not move items in a room to accommodate new equipment, nor will they uncrate delivered items. These tasks must be requested by written work order to Plant Operations.

**Shipping:**

Shipping and Receiving handles shipping of truck freight items only.

Mail services handles package shipping and returns.

For a truck ship item, Shipping and Receiving will call the truck line to arrange for pick-up and complete all necessary paperwork.

**Work Schedules:** Shipping and Receiving normal workdays are Monday through Friday, 7:00 a.m. to 4:30 p.m., except for holidays.

**Location:** Shipping and Receiving is located on the west end of the Central Storage Building, just west of the Greenhouse.

**Source:** Approved Executive Staff, President’s Cabinet, and President, August 21, 2000. Revised, January 26, 2009. For information regarding this subject, please refer to College Policy # 05:32:01 (Shipping and Receiving) on the “Business and Finance” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
TELEPHONE SERVICES:

The Telecommunication Services Department is responsible for the service, installation, and maintenance of telephones, computers, and network connections. All requests for these services should be directed to this department via an online request.

USE OF CAMPUS PROPERTY AND FACILITIES:

The campuses and facilities of the College are restricted to students, faculty, staff, and guests of the institutions or schools, except when part or all of a campus, its buildings or facilities are open to the general public for a designated time and purpose, or when use by non-affiliated groups, organizations or individuals has been granted or approved pursuant to the provisions of Tennessee Board of Regents Policy # 3-02-02-00 (Use of Campus Property and Facilities) and Chattanooga State Policy # 05:14:01 (Facilities and Property Usage). Proper approvals (Facilities Usage Agreement or Lease/Rental Agreement) must be obtained before usage is permitted by outside groups. Contact Continuing Education to determine availability of space and rental rates.

Revised January 28, 2009. For additional information on this topic, please refer to College Policy #04:28:00 (Student Use of Campus Property and Facilities) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
SECTION 9
Special Services

ADULT EDUCATION/GED®/ENGLISH AS A SECOND LANGUAGE:

Vision:

The VISION of Chattanooga State Adult Education is to improve the lives of all members of the community by providing educational support that will impact the economic development of the community. The educational services Chattanooga State Adult Education provides will empower clients to become productive workers, supportive family members, and responsible community members.

Mission:

The MISSION of Chattanooga State Adult Education is to offer basic and secondary educational support to all adults, especially those underserved populations that have traditionally not participated in or fully accessed the educational opportunities available to them, such as high school equivalency (GED®) and post-secondary education. By reaching out to these underserved adults, we will not only impact the lives of those we serve, but also the lives of their families, their employers, and the community at large.

Values:

Chattanooga State Adult Education holds the following VALUES:

- An educated citizenry is a key component of a healthy community and vital to the economic development of the community;
- All community members benefit from the educational advancement of the populace;
- The individual client will benefit from educational gains through improved employability and earning power and improved personal decision-making;
- Families will benefit from improved adult education as children are raised in an environment that values education and supports the expectation of success;
- Each client deserves to be treated as an individual, with his or her own set of needs and personal goals;
- All clients deserve respect, encouragement, and support as they take steps to meet their goals;
- Teachers and staff are partners in helping Chattanooga State Adult Education accomplish its mission, and as such, deserve respect and support.

What We Do:

Chattanooga State Adult Education provides free learner-centered educational opportunities that are designed to:

- Improve basic educational skills
- Enhance career opportunities through college enrollment
- Increase workforce literacy skills
- Enrich the life skills of the people we serve

Classroom instruction focuses on individual needs through traditional and innovative methods of delivery. In the adult education program, everyone is recognized as a valuable participant in a community of learners.
where all members support and encourage each other to achieve their educational goals. Chattanooga State honors the diversity of our students, our instructors, and our community.

Locations:

Chattanooga State: Main Campus IMC/Library Building, Room 201 Information: (423) 697-2529

Chattanooga State: St. Andrew’s Center, 1918 Union Ave. Chattanooga, TN 37404 Information: (423) 643-0108

Types of Programs Offered:

- Adult Basic Education (Basic Skills) Classes
- GED® Math Classes
- GED® Preparation Classes
- Computer Lab classes for Basic Skills, Math, GED® Prep, and English as a Second Language
- GED® FAST TRACK and Official GED® Practice Test to qualify for the GED® exam
- English as a Second Language (ESL) Classes
- English as a Second Language classes with focus on English Literacy and Civics

Class Information:

Most classes are offered at both the Chattanooga State Main Campus and at the St. Andrew's Center site, with morning, afternoon, and evening schedules available.

- Registration is required before class assignment.
- Prospective students may register at the Chattanooga State Main Campus for any ABE or GED® classes.
- ESL registration is available at both the Main Campus and St. Andrew's sites.
- Students will be assigned to an appropriate class at the completion of the Registration process.

Registration:

Eligibility: All adults aged 18 and older who:

Score below 11th grade equivalency level in Reading, Language, or Math on a TABE assessment or score within the range of Adult Education ESL program standards on a BEST assessment.

Students who are seventeen (17) years old must have a notarized “Eligibility for Enrollment in Adult Education” form signed by the Director of Schools. All applicants must have government-issued photo identification to verify age.

Registration process for GED® and Basic Skills Students (includes Orientation, TABE Assessment, Counseling, and Class Assignment): Attend one of these four-hour registration sessions at the Chattanooga State Main Campus.

Registration Sessions:
Monday: 4:00 p.m. to 8:00 p.m.
Tuesday: 10:30 a.m. to 2:30 p.m.

ESL Registration process for adult English Language Learners (includes Orientation, BEST Plus and BEST Literacy Assessments, Counseling, and Class Assignment): Attend one of these three-hour registration sessions at either site:
Registration Hours:
Wednesday: 12:00 p.m. to 3:00 p.m.
Wednesday: 5:00 p.m. to 8:00 p.m.

For additional information regarding this subject, please refer to College Policy # 04:06:00 (Adult Education) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

THE ADULT SERVICE CENTER:

The Adult Services Center is designed specifically to address the needs and concerns of non-traditional learners, specifically targeting those age 40 and up, who are making the transition back to school. By taking advantage of our services, students are assured a less stressful re-entry process and more successful completion of their chosen educational goals.

The Center serves as a central point of information and resources, providing students with the opportunity to address most any question and/or concern they may have about being a non-traditional student at Chattanooga State. We are committed to supporting and encouraging students in their higher education journey.

Program Objectives

- To encourage student enrollment, success and persistence by connecting individuals to services such as academic support, mentoring, tutoring, advising and advocacy
- To provide a centralized location for adult learners to acquire campus information
- To facilitate a sense of identity, belonging and community by providing a network for adult learners
- To monitor and recommend appropriate functional improvements to better address the adult students’ needs

Marketing of Services

Students and staff are introduced to the Adult Services Center through various means. Print material will be available on all Chattanooga State campuses. Online information will be accessed through the Chattanooga State website. Referrals can be made by other departments on campus. Information presentations will be provided.

Mission

The mission of the Adult Services Center is to assist adult learners (age 40 and up) in their transition to college and to support them in achieving their academic and professional goals. By collaborating with college departments and community partners, we provides services, resources and programs that address the specific needs of the adult student population. The Center also helps to create an environment that encourages and nurtures adult student engagement in campus life.

Office Contact Information:
Adult Services Center  
Student Center, Room 238  
423-697-5519  
http://www.chattanoogastate.edu/adult_services  
Email: adultservices@chattanoogastate.edu

**AUDIO-VISUAL EQUIPMENT:**

Audio-visual equipment is available for check-out in the Media Services Department, located on the first floor of the IMC. Overhead projectors, tape recorders/players, movie projectors, slide projectors, and video recorders are available. At the present time, VHS camcorders are not available; however, students of the Broadcasting Program may be available to videotape classroom activities or lectures.

If the classroom is equipped with a monitor, tapes may be viewed by notifying the Media Services Center. Advance reservations are encouraged to ensure availability of videos. Reservations may be made by calling the Media Services Department. Students can also view videotapes in the Learning Resource Center.

The Library maintains all audio-visual holdings on the computerized card catalog. Printed lists are available in division offices, at the library circulation desk, and in the Learning Resource Center.

**CAREER SERVICES AND COUNSELING CENTER (CSC):**

**Mission Statement:** Career Services supports the mission, academic programs, and advancement of the institution. Its mission is to educate, assist, and support the College community in the career development process; establish and maintain relationships with the business community; explore solutions that impact student educational experiences and personal growth; and empower our students by encouraging a commitment to lifelong learning.

The Career Services and Counseling Center is located on the second floor of the Student Center in Suite 235.

**CAREER CONNECTION SERVICES:**

The CSC assists students in choosing a college major and obtaining information in an effort to focus their career direction by providing services in the following areas:

**Career Information Sessions:** These small group sessions provide a starting point to explore career options by delivering a systematic approach to career exploration and planning for the Chattanooga State student and community members. These career groups are scheduled four times a week. Individuals should contact the CSC to make an appointment to attend one of these sessions.

**Career Inventories:** These provide individuals with the ability to make a more informed decision regarding a career choice. Inventories are available to help individuals discover more about themselves— their personality, interests, and abilities—and choose a potential occupation. Free of charge for Chattanooga State students.

**Career Inventory Interpretation:** When career inventory results are available, an interpretation session is scheduled with a counselor to discuss the results; results are not handed out without an interpretation. For an interpretation of inventory results, individuals should contact the CSC to schedule an appointment.

**Individual Career Counseling:** Career counseling is a free service offered to Chattanooga State students and to members of the community. The CSC provides services to help students decide on a college major at Chattanooga State, as well as assist those who are changing careers, retraining, or making the decision to come to college for the first time.
**Career Library:** This is an up-to-date resource area with books and reference materials related to all aspects of the career planning process. The Career Library offers a variety of specialized career/life planning data with information regarding career choice, student success, and personal issues.

**Career Research Tools:** The CSC provides career and job-related Web sites that can assist students with exploring academic/career options and opportunities.

**What I Can Do With A Major In:** These information sheets outline majors at Chattanooga State, common career areas, typical employers, and skills needed on the job and salary information.

**Job Search Services:** The CSC offers a variety of services to assist students in their preparation to enter the world of work. Services include resume assistance, developing a job search plan, improving interview skills, and job postings for full and part-time employment.

**Job Listings:** Individuals may visit the career Web site for local and nationwide career opportunities. Job postings are listed for individual companies. Students may also present a resume online to various companies.

**Resume Assistance:** Individuals needing assistance with developing a resume may stop by the CSC and pick up information about writing a winning resume. Students may also schedule an appointment for resume critique.

**Interview Preparation:** Students may schedule a time to meet with a career counselor to prepare for upcoming interviews. The process of obtaining an interview as well as potential interview questions will be discussed.

**Job Placement:** The CSC offers placement assistance to graduates and currently-enrolled students seeking full- or part-time work. Assistance is also available to employers seeking either full- or part-time employees.

**Networking Tips:** The CSC assists students in understanding the importance of developing a network while in school and how networking can assist them in the job search process.

**Job Search Etiquette:** Tips are provided to students about proper job search etiquette.

**Cooperative Education Opportunities:** If a student is currently working in a job within their field of study, credit hours can be earned based on the number of hours worked. Assistance can also be provided in obtaining a job in a field of study.

**Employer Networking:** The Director of Career Services and Counseling meets with employers and conducts company visits to build relationships and provide information about Chattanooga State programs. Information is provided to the employers on how they can list job openings. The CSC can arrange interviews at the employer's place of business or on campus.

**PERSONAL COUNSELING:**

The CSC provides free personal counseling, crisis counseling, and referrals for students, faculty, and staff.

Individual Personal Counseling: A staff of counselors provides confidential personal counseling by appointment. Counselors are trained professionals with expertise in helping individuals deal with personal and educational concerns.

Crisis Counseling: Within the academic setting, students frequently manifest distress, creating great concern for faculty and staff. Students in crisis may be seen on a walk-in basis or by appointment. Instructors may call extension 4421 or walk with a student to Career Services and Counseling, S-235.
**Personal Counseling Areas:** Substance Abuse Prevention, Domestic/Relationship Violence, Depression, Anger Management, Anxiety and Financial

**Community Referrals:** After a few individual personal counseling sessions, CSC counselors can refer individuals to college and community resources such as 12-Step groups, mental health services, workshops, and support groups.

**WORKSHOPS & EVENTS:**

The CSC provides a variety of workshops that assist and educate students in developing career-related/life skills.

**Career Readiness Workshops:** Workshops are presented each semester and are open to all students. Times and dates will be posted on the CSC Web site and bulletin board in the cafeteria hallway. Announcements will also be made in classrooms. Topics include: Interview Skills, Resume Writing, Business Etiquette, Dress to Impress, Job Search, and Networking

**“How To Learn”:** This series of free workshops is offered each Fall and Spring semester. The workshops are sponsored by the Career Services and Counseling Center and are taught by counselors and faculty members. Topics include: test anxiety, stress management, study skills, time management, reading skills, and note-taking skills.

**“Chattanooga Chats”:** Workshops support student success and assist students with personal issues such as money management, domestic violence, substance abuse, assertiveness skills, career exploration and anger management.

**Company Information Sessions:** Each semester, different businesses present needs and explain their hiring processes. Students should attend these opportunities to ask questions and network with potential employers.

**Career Fairs:** Students meet with representatives from local and regional organizations to discuss full-time and part-time job opportunities. Individuals should come prepared with resume in hand and dressed to impress. This is an opportunity to gain information and network with potential employers.

**Chattanooga State Faculty:** “Don’t Cancel That Class”: Representatives from the Career Services and Counseling Center are available to make presentations to classes on various career or life skill topics. If a professor is unavailable to teach his/her class on a specific day/time he/she may contact the CSC to schedule a speaker. For a full list of topics and descriptions contact the Career Services and Counseling Center.

**ADDITIONAL SERVICES:**

**Tutoring Services:** This service is provided to help students “in need of improvement” receive free, high-quality tutoring. The personal, detailed attention helps to improve the student’s knowledge and/or skills by supplementing classroom instruction. If a student has fallen behind, working with a tutor might be the best thing he/she can do for his/her academic future.

**Academic Suspension Appeals:** A student may appeal his/her academic suspension. Suspension appeal forms, which include the procedures for an appeal, are available in the Career Services and Counseling Center. Appeal hearings are usually held the first day of registration each semester.

**Student Emergency Fund:** The office of Career Services may assist students by providing immediate, but limited, financial support for emergency expenses such as gas and food. The availability of funds will vary. These loans are expected to be re-paid within a reasonable time.
Placement Statistics: Historical statistical information for all programs is presented on the Chattanooga State Web site.

For additional information regarding this subject, please refer to College Policy # 04:07:00 (Career Services and Counseling Center) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**COMPUTER SERVICES:**

New employee or change of access for staff, faculty, and adjuncts:

To request basic computer access or equipment, including phones, supervisors should submit their request via the On-Line Work Order System as soon as possible. Instructions for requesting access for new employees, or requesting any changes to the current employee’s Banner access is located on TigerWeb as “Computer Access Request.”

A summary of some of the Computer Services policies follow. The full policies should be reviewed to ensure compliance with reporting of any information technology security breaches and the responsible use of information technologies. All Computer Services policies may be found on TigerWeb.

Security Incident Policy: When an incident of fraud, waste, abuse and/or loss of information technology resources is suspected, the Chattanooga State IT Security Officer (Director of Systems Development and Operations) should be notified as soon as possible. If the possible loss of sensitive data is suspected, notification must happen as soon as possible on the same business day of detection.

Responsible Use Policy: This policy is designed to ensure that the IT infrastructure of Chattanooga State promotes the basic mission and goals of the College in teaching, learning and administration and that IT users are informed of their responsibilities when using IT resources.

Access: Access to all of the College’s computer systems must be approved by the appropriate individuals. Access to departmental systems must be approved by the dean or supervisor of the particular department. In order to protect the integrity of the college’s network, only college owned or College-approved equipment may be attached to the college computer network.

Security: Passwords are the most basic security protection. Never share your password with another person. Also, it is a violation of Chattanooga State policy to allow another person to access college resources via your login information.

Data Security: Personally identifiable information about individuals should be stored on personal computers or laptops only when absolutely necessary. This information should be encrypted at all times to prevent a loss of data.

E-mail: All electronic communications are the property of Chattanooga State. This means that they are subject to inspection by college personnel as required. Users should have no expectation of privacy in the use of these resources.

Electronic Records: Electronic files generated, owned, or controlled by Chattanooga State employees or using Chattanooga State resources may be subject to public inspection upon request by a citizen of the State of Tennessee.

Clear Screen Policy: To comply with State requirements, all computers that provide access to Information Processing Systems are configured with a password protected screen saver. This screen saver is activated on all computer screens when there are no keystrokes on the system for 15 minutes. Once the lock down screen is in place, the user will need to click “enter” to bring up the log-in screen and the user ID and password will need to be entered to once again use the computer. The user will be returned to the same screen as before lock down was activated.
**Faculty/Staff Computer Resource Lab:** The Faculty/Staff Computer Resource Lab is located in the Center for Distributed Education. Computer training classes are offered in the lab throughout the year for Chattanooga State employees. All Chattanooga State employees, including adjunct faculty, may use the lab on a walk-in basis when classes are not in session. Software includes the common desktop applications found on campus as well as specialized software for specific applications as well as eLearn resources. The lab is to be used for work-related tasks and not for accomplishing personal tasks. Students, including student workers, should use the open computer lab in the Library.

For additional information on Technology and Computer Services, please refer to College Policy #’s 08:13:00 (Computer Passwords), 08:14:00 (Information Technology Responsible Use), 08:15:00 (Security Incident Response), 08:16:00 (Data Security), 08:17:00 (Computer Access), 08:18:00 (Network Access), and 08:19:00 (Campus Email Messages and Communications). All of these policies are located on the “Technology and Computer Services” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**CONTINUING EDUCATION:**

**Mission:** Continuing Education (“Continuing Education”) is responsible for promoting, managing and servicing continuing education programs. Its purpose is to extend the educational resources of the College to reach clientele whose learning is usually built upon the knowledge and competence they have already acquired. Continuing Education encourages individuals to take advantage of the opportunity for intellectual stimulation, personal growth, technological skill development, and professional development.

**Program Development:** Programs are developed according to the education needs of the businesses, industries, government agencies, professional groups, and individuals served. These programs, which range from technology updating to skills development to personal enrichment, may take the form of non-credit short courses, conferences, workshops, seminars, teleconferences, and in-house training courses.

**Program Ideas:** Ideas for programs to meet the continuing education needs of adults in the Chattanooga State service area originate from several sources, including faculty; staff; representatives of business, professional organizations; and individuals. Anyone recognizing an educational need or identifying a specific clientele group should contact Continuing Education and submit a written description or proposal (see Proposal for Course/CEU Approval form in Appendix G).

**Program Initiation:** Once the educational need and target audience are recognized, the assigned staff member will work with the individual or group in planning and managing the program to ensure that the program criteria (i.e., learning outcomes, instruction, content and method, requirements for satisfactory completion, assessment of learning outcomes, and program evaluation) are met. At least two (2) weeks prior to the beginning date of the program or activity, the requester must submit a course proposal and employment application to Continuing Education. Continuing Education staff members will review each course proposal according to the guidelines stated in the Program Feasibility section of the Department of Continuing Education Policies and Procedures, available in the Continuing Education Office.

**Learning Outcomes:** Clear and concise written statements of intended learning outcomes must be developed for each continuing education activity. These learning outcomes will specify the determined skills, knowledge and/or attitudes that the learner should be able to demonstrate following the continuing education experience.

Instructional methods selected must be supported by relevant subject matter content. Subject matter content should be sequenced in a logical manner to facilitate learning. Instructional methods should permit opportunities for interactive participation and feedback.

Both the instructor and learner must have a clear understanding of the intended outcomes and how these outcomes are to be achieved. Consequently, requirements for satisfactory completion of the non-credit
continuing education program are mutually established prior to the offering of the program using guidelines available in the Continuing Education Office.

**Assessment Guidelines:** When a formal assessment of learning outcomes is to be a part of a program or activity, guidelines for satisfactory completion should be followed. The purpose or nature of assessment procedure and requirements for satisfactory completion must be made known to the participant by the program leader/instructor/resource person in advance. Assessment can take a variety of forms including performance demonstrations, written or oral examinations, completion of project, written report, self-assessment, and/or standardized examination.

**Evaluation:** An attitudinal evaluation by participants of their perceptions of the program, instructor(s), and facility is conducted at the conclusion of the program. The Continuing Education Program Evaluation form (see Appendix H) is used as a measure of the participant’s satisfaction or dissatisfaction with the non-credit program. A copy of the Program Evaluation is shared with individual course instructors, then submitted to the Director of Continuing Education for review and appropriate administrative follow-up steps and/or corrective measures, if needed. All Program Evaluation forms are filed in the respective course file. Classroom observation is also used as a means of evaluating program quality.

**The Continuing Education Unit:** The Continuing Education Unit (CEU) is awarded to participants in organized continuing education programs that meet the established criteria and guidelines set forth by the Southern Association of Colleges and Schools in the publication, The Continuing Education Unit: Criteria and Guidelines. The Council on the Continuing Education Unit defines the CEU as “ten contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction and qualified instruction.” As a nationally recognized unit for measuring participation in non-credit continuing education programs, the major value of the CEU is to the individual who needs or desires to document continuing education involvement in programs that meet nationally-agreed-upon criteria aimed at improved program quality. These criteria are available in the Continuing Education Office. A continuing education program must meet all preceding administrative and program criteria before Continuing Education makes the determination to award CEUs.

The number of contact hours and appropriate CEUs to be awarded is determined prior to conducting the continuing education program. A scale of 1 unit = 10 contact hours of instruction is used and only the number of complete instructional hours is considered when determining the number of CEUs to be awarded. Continuing education activities that involve fewer than ten contact hours of instruction (fewer than 1.0 CEUs) are evaluated carefully in terms of the CEU program criteria before deciding to award fractional CEUs (e.g., 0.3 – three contact hours).

**Awarding CEUs to Participants:** Once the decision to award CEUs is made for a continuing education program, it is the responsibility of the instructor to assess whether or not an individual participant has met the specified requirements for satisfactory completion according to stated learning outcomes. When the final program roster is submitted by the instructor, the Director of Continuing Education must verify that an individual participant has met the requirements for satisfactory completion so that the appropriate number of CEUs is awarded.

Conditions for satisfactory completion include proper registration and payment of fees before the continuing education program starting date. Participants must also meet minimum attendance requirements or achieve a “satisfactory” rating from the instructor based on the ability of the participant to demonstrate what has been learned, or both.

**Recording CEUs:** The fee for participants to record earned CEUs is $25.00 per individual participant if the CEU certificate is mailed to the instructor. An additional $5.00 per individual participant is required if the certificate of course completion is mailed to the participant.

**Planning Continuing Education/CEU Activities:** It is essential that continuing education activities offered through the College award CEUs in a manner which is consistent with The Continuing Education Unit: Criteria and Guidelines, The Commission on Colleges (The Southern Association of Colleges and
Schools). Therefore, any College division, office, or organization which plans to offer seminars, workshops, or other activities for which Continuing Education Units are to be offered must coordinate their plans with the Director of Continuing Education. The coordination of workshops or seminars and the review of course syllabi and learning objectives by Continuing Education must occur prior to any public announcement of the activity. Individuals who intend to plan activities for which CEUs will be awarded should contact Continuing Education for a copy of the policy on awarding CEUs.

Other Noncredit Activities: The College provides formal noncredit programs which do not offer academic credit or CEUs. These programs meet important needs of many constituent groups.

Procedure to Obtain Continuing Education Unit (CEU) for Program Not Offered by Chattanooga State: The Continuing Education Unit (CEU) is awarded for each ten (10) contact hours of instruction included in a specified continuing education program or activity. The number of contact hours of instruction and appropriate CEUs to be awarded is determined prior to conducting a continuing education program. Continuing Education has the authority and responsibility to determine if program criteria have been met before a decision on CEUs awards is made. Program criteria are listed in the Department of Continuing Education Policies and Procedures, available in the Continuing Education Office.

Continuing Education Policies:

Retention and Release of Records: A seven-year (7-year) record is maintained for each individual to whom CEUs are awarded and is readily available to the individual upon request in writing to the Department of Continuing Education. Course files (including course proposal/approval, contracts, invoices, cash receipts, registrants, learning outcomes, rosters, evaluations, expenses, revenue reports, audit worksheet) and transcripts will be maintained for a period of seven (7) years from the course completion date. Other records which are not a part of the course file will be maintained for a period of four (4) years past the end of the fiscal year in which the transaction took place.

Transcripts: For uniform collecting and reporting of CEU activity, the database used by the Department of Continuing Education contains the participant name, telephone number, e-mail, and address; program title and dates; number of CEUs earned; and report of assessment results/satisfactory completion. Transcripts are produced by using the participant’s name, telephone, and e-mail to access the database to extract the participant’s cumulative record. Transcripts are reproduced on College letterhead and contain name and address of the institution. They are available by writing the Department of Continuing Education. Information on an individual’s failure to qualify for the CEU is maintained only in the College’s program files rather than on individual CEU records.

Registration and Payment:

Registration: Registration is strictly on a first-come, first-served basis. Early registration is encouraged as classes may fill up or be canceled due to lack of enrollment. Registrations are accepted by phone, mail, or fax, or in person. The registration form is completed on each program participant. Course fees must be paid in full in order to reserve space. Late registration will be accepted after the first class session if space is available. If a class is closed, participants can request that their names be placed on a waiting list. Should a space become available, the participant will be notified.

Fee Payment: Noncredit continuing education courses are self-supporting. Fees vary in accordance with the number of sessions, nature of the course, and length of time a class meets. Payment, including the CEU recording fee, is due at the time of registration. The College accepts payment by cash, check, VISA, MasterCard, or company purchase order number. Fees for company-sponsored individuals may be considered paid when an authorization to bill the sponsoring company has been received by Continuing Education. All enrollment fees must be paid before the first class. Course fees are stated with the information about each of the course offerings listed in the promotional materials or by telephoning Continuing Education at (423)697-3100.
Course Confirmation: Those students who have registered and paid fees are considered enrolled in a course. No official confirmation of the class will be sent. Call (423)697-3100 to obtain any further information.

Cancellations: Each course requires a minimum enrollment. Continuing Education reserves the right to cancel, postpone, limit enrollment, split or combine classes, and change instructors and class locations when necessary. We apologize for any inconvenience this may cause. In the event that Continuing Education cancels, postpones, splits/combines classes, or changes instructor/location, an effort will be made to notify each student registered for the course, provided work and/or home telephone numbers are given at the time of registration. A participant has the option of applying course tuition to another course or receiving a complete refund for the course.

Returned Checks: If a personal check is returned to the College due to insufficient funds or stop payment, the individual will be required immediately to pay the face value of the check and a penalty by cash, certified check, money order, or credit card at the College Business Office.

Refunds: The following refund policy applies to all classes offered through the Chattanooga State Continuing Education Department:

- To cancel a registration and receive a 100% refund, please notify the Continuing Education Department at least 48 hours prior to the beginning of the first class. To cancel, please call (423) 697-3100, e-mail continuinged@chattanoogastate.edu or write to Chattanooga State (Continuing Education Department, 4501 Amnicola Highway, Chattanooga, TN 37406).
- To cancel a registration and receive a 75% refund, please notify the Continuing Education Department before the beginning of the second class session. Regardless of whether or not an individual attended the first class, only a 75% refund will be provided after the conclusion of the first class and prior to the beginning of the second class session.
- No refunds, regardless of attendance, will be awarded after the second class.
- A full refund is provided for classes which are canceled by Chattanooga State.

Payment to Instructors: Payment for instruction will not be made until signed, graded rosters have been received by the Continuing Education Office.

Contractual Agreements with Business and Industry: Continuing Education initiates training contracts for business and industry both for noncredit and college credit courses. Some contracts with an employer may actually involve both types of training offered by the College. All contracts must be signed and approved by the College President.

College Credit Courses through Continuing Education: The College has entered into training agreements with employers in which college credit classes are contracted for a specific employee group. Tuition and fees at the rates set by the Tennessee Board of Regents are charged per trainee based upon the number of credit hours employees register for. All credit course contracts reflect standard tuition and fee charges. There is no differential charge or discount for business and industry. Other related instruction and charges may be a part of the training agreements. The selection of appropriate college courses and assignment or hiring of faculty is directed by the academic Deans and coordinated with Department Heads and Continuing Education staff.

Noncredit Contracts: Pricing for noncredit training contracts differs significantly from course to course. The differences are mainly due to costs of instruction, use of specialized facilities or equipment, number of trainees, length of training, and subject matter. In all cases, noncredit training fees are substantially higher than regular college credit tuition and fees. The cost of training must be supported totally by revenues received from courses in contract fees.

For additional information on this topic, please refer to College Policy # 07:55:00 (Center for Continuing Education and Workforce Development) on the “Economic and Community Development” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.
**DISABILITIES SUPPORT SERVICES:**

Disabilities Support Services (DSS) is responsible for serving as a liaison and an advocate for students with disabilities. The DSS office also serves as an information center for the campus community by providing pertinent information for equal educational opportunities for individuals with disabilities.

DSS has four objectives:

1. Assure that qualified students with disabilities have equal access to all institutional programs and services.
2. Advocate responsibly the needs of student with disabilities to the campus community.
3. Promote learning and development in students with disabilities.
4. Establish, maintain, and promote effective relations with campus offices and external agencies.

Students may be referred to DSS by an instructor or a staff member, or may self-identify. Referrals may also come from outside agencies, such as Vocational Rehabilitation, the AIM Center, and Signal Centers.

Chattanooga State Community College complies with Section 504 of the Rehabilitation Act of 1973 and with the Americans with Disabilities Act (ADA) of 1990 and the ADA Amendments Act (ADAAA) of 2009. No qualified individual with a disability shall, because of that disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by such entity, providing the individual is otherwise qualified.

According to ADAAA guidelines, “disability” is defined as a physical or mental impairment that substantially limits one or more of the major life activities without regard to the ameliorative efforts of mitigating measures, a record of such an impairment, or being regarded as having such an impairment. “Major life activities” is defined as those basic activities that the average person in the general population can perform with little or no difficulty. Major life activities include caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. This list is not exhaustive.

**Mission Statement of Disabilities Support Services:** The office of Disabilities Support Services of Chattanooga State Community College is committed to improving the educational development of students with disabilities and to enhancing understanding and support within the campus community. This will be accomplished through direct and indirect assistance to students with disabilities, encouragement of independence, creation and maintenance of an accessible physical environment, and a supportive psychological environment.

**Procedure for Registering with Disabilities Support Services as a Student with a Disability:**
Chattanooga State and Disabilities Support Services make every effort to inform current and potential students about services for students with disabilities. Statements are included on each course syllabus informing students about services that are available, as well as information provided in the College catalog, Student Handbook, and online. In order to receive services from DSS, a student must self-identify as having a disability with DSS, complete a student data form, and provide appropriate documentation to support the claim of a disability. DSS staff will meet individually with students who self-identify and discuss the need for accommodations and/or modifications in the classroom or for college-sponsored activities.

**Documentation of Disability:** The student who voluntarily discloses his/her disability must provide recent documentation of the disability. Documentation could include medical findings, psychological, and/or educational assessments. This documentation must include a complete diagnosis, including any appropriate test scores and findings, and how the disability might impact the student in an academic setting. The report should include specific recommendations for accommodations as well as an explanation about why each accommodation is recommended. If accommodations are not clearly identified in the report,
DSS will seek clarification or more information. A disability must limit the student’s ability to function on an equal basis in the classroom or related activities in order to receive accommodations.

**Grievance Procedure:** Chattanooga State Community College is committed to providing a quality educational experience for all students. Students have access to established procedures for respectfully presenting and addressing their concerns/complaints to the College. If a student with a disability feels he/she has been treated unfairly or discriminated against because of the disability, the student should contact DSS, and the staff there will attempt to resolve the issue by acting as a mediator between the student and the offending party. If the student is not satisfied with this resolution, the student should contact the College’s ADA Director to file a complaint. The ADA Director will investigate the situation thoroughly, and may involve the Student Judicial Affairs Specialist in the investigation. Upon completion of the investigation, the student will receive a written description of the investigation and the findings of the ADA Director (and Student Judicial Affairs Specialist, if applicable). If this resolution is not satisfactory, the student should follow the established procedures for complaints/concerns beyond the local college level.

For additional information regarding this subject, please refer to College Policy # 04:08:00 (Disabilities Support Services) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**INSTITUTIONAL EFFECTIVENESS AND RESEARCH:**

The Institutional Effectiveness and Research Office provides professional leadership and oversight to the research, planning, assessment and accreditation compliance activities that support the College’s mission and culture of continuous improvement. The Office has the unique charge of providing cross-functional support to all aspects of the College.

**Primary functions** of the Office include:

- Providing leadership and support to the college-wide strategic planning process.
- Assisting and coordinating the development of effectiveness and assessment plans;
- Providing data about the College and its students and personnel for external agencies, governing boards, program reviews, accreditations, the Federal government, and internal constituencies;
- Conducting analytical studies that provide information to support planning and decision-making;
- Preparing reports on the effectiveness and improvement of educational programs and administrative/support services;
- Managing the faculty evaluation process;
- Overseeing the State-regulated risk assessment process for the College;
- Serving as a resource for questions related to survey design and approval, research methodology, data collection and analysis, and interpretation of results; and,
- Coordinating the external funding/grants review, approval and IRB processes.

**Campus requests for reports**, research information, data and analysis must be submitted according to the TigerWeb work order process two (2) weeks prior to the requested due date (Tiger Web/MY WORK/Computer Services Work Order/Institutional Research). Before initiating the Work Order process, a phone call and simple discussion of needs can be helpful to all parties. Requests will be assessed for labor intensity and priority and scheduled accordingly. Users should be advised that deadline-imminent formal reporting will always supersede any other scheduled tasks.

The Chattanooga State Web site provides more information regarding the function and services of this office, including the **Fact Book** and other data that provide important historical data about the College (http://www.chattanoogastate.edu/effectiveness/index.html). Division-specific policies and procedures can be found on the College’s main website, under the heading “About Us/Policies and Procedures/Institutional Effectiveness and Research” (http://catalog.chattanoogastate.edu/content.php?catid=5&navoid=184).
INTERNAL AUDIT:

For further information regarding this subject, please refer to College Policy # 11:12:00 (Department Charter) on the “General Information” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

LEARNING RESOURCES:

For further information regarding this subject, please refer to College Policy # 03:18:00 (Facilities and Services) on the “Academic Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

RECRUITMENT & ADMISSIONS COUNSELING:

Purpose and Mission: The Recruiting & Admissions Counseling Office exists to help the community discover the College’s multiple career, transfer, and certificate programs through the information provided by recruiters and admissions counselors. The Recruitment Office works closely with area high school guidance counselors to provide applications, catalogs, registration forms, and other information that high school students need in order to learn more about the College and the application process. Admissions Counselors are available to assist first-time students through the enrollment process.

1. Admissions Counseling – Admissions counseling is provided to any student wishing to enroll at Chattanooga State. Assistance is provided in completing the admissions process with referrals to appropriate departments for advising, career counseling, job placement, student activities, etc.

2. School Visits—Recruitment representatives visit top priority high schools in the College’s service area twice a month. During these visits, recruiters conduct senior and junior classroom visits, information sessions, guidance visits, cafeteria visits, and individual sessions with prospective students. They also attend all other schools in the service area once a month.

3. College and Career Fairs - The Recruiting Staff attend all college and career fairs in the service area. Faculty and staff are invited and encouraged to participate in these events.

4. Special Events—The Recruitment staff is responsible for coordinating and sponsoring Visit Nights (Junior/Senior Night and Spring Visit) on the main campus. Prospective students and parents meet with admissions, financial aid, and academic departments to obtain and learn information about all opportunities. Recruitment staff host a yearly Guidance Counselor and Principal’s luncheon to honor them for working with Chattanooga State in the recruitment of their students.

5. Community Events - Recruitment staff and Chattanooga State partner and work with hosts of Chattanooga Businesses (Chamber of Commerce and Arts and Education Council) to make community events and festivals a success. Reality Check, Culture Fest, and Chattanooga Market are some events that Recruiting attends.

6. Communication - High school seniors will receive some form of communication on a monthly basis. This communication may come in the form of a letter, post card, personal contact at high schools, or phone calls.

7. Campus Tours--Tours are offered Monday through Friday at 10:00a.m. and 2:00p.m. Group tours are welcomed.
For further information on this topic, please refer to College Policy # 04:04:00 (Admissions Policy) on the “Student Affairs” tab of the “Chattanooga State Policies and Procedures” section of the College’s intranet system.

**WAWL RADIO STATION:**

**Philosophy:** WAWL’s programming philosophy is one of commitment to a professionally-operated, alternative radio outlet providing its listeners with music, news, sports, and general information. WAWL offers programming that its commercial peers have neither the time nor inclination to produce.

**Purpose:** The goals and philosophy of Chattanooga State are the governing factors in determining the nature of programming on WAWL 91 Rock. The WAWL serves a dual purpose as a vehicle for academic instruction and as a service to the broader community. In addition to serving the Chattanooga area with alternative programming, WAWL serves as a learning lab for students enrolled in the broadcasting degree program, where they are able to receive valuable hands-on experience in the art of radio broadcasting. The station is staffed entirely by students who also man the news, sports, and public affairs departments.

**Specifications:** The WAWL is a 24/7 streaming non-commercial radio station.

**Restrictions:** WAWL adheres to all FCC regulations. For details on these regulations and other station programming restrictions, see the station manager.
APPENDIX A

Chattanooga State Technical Community College
Conflict Of Interest Disclosure Form

Employee Name: ____________________________________________
Department/Division: ________________________________________

Type of Activity/Item To Be Reviewed (Please check one):
□ Employee authored textbook to be adopted in a Chattanooga State course. (Please attach departmental committee recommendation)
□ Employee authored software to be used on campus. (Please attach departmental committee recommendation)
□ Other intellectual property expected to have commercial value.
□ Use of state-owned facilities and other resources for activities not related to the institution and which are for personal benefit.
□ Institutional purchases in which an employee or their family member has a financial interest.
□ Assignment of non-institutionally related tasks to be performed by a student or Chattanooga State employee using College resources.
□ Other (please describe).

Please provide written summary of pertinent facts regarding activity/item discussed with supervisor that indicates no conflict of interest:

Written response of Conflict of Interest Disclosure Review Committee regarding activity/item:

Signature of Committee Chair: _________________________________
Date: ____________________________________________________
APPENDIX B

Conflict of Interest Disclosure Review Committee
Bylaws

1.0 Establishment of a Conflict of Interest Disclosure Review Committee
A committee pursuant to TBR policy 1:02:03:10 has been formed at Chattanooga State Technical Community College. The general responsibilities of this Committee are defined in TBR policy 1:02:03:10. Additional details associated with the Committee are defined herein.

2.0 Committee Members
The Committee shall consist of six members. Rotating members will be the presidents of the Faculty Senate, the Support Staff, and the Professional Staff or their designees. Permanent Members will be the Director, Human Resources, the Director, Internal Audit, and the Assistant Vice President, Grants Contracts & Student Accounts. The Director (Internal Audit) will be the permanent Committee Chairperson.

3.0 Meetings
The Committee shall meet as frequently as necessary to conduct its business.

4.0 Duties
The Committee shall receive and evaluate disclosures relating to conflicts of interest. Following evaluation of the disclosure, the Committee shall render a decision to manage, reduce, or eliminate the potential conflict of interest. Deliberations of the committee are confidential. A written report will be sent to the employee, their supervisor, and the President. A copy of the report will be filed in the employee’s personnel file.

The Committee is not responsible for investigating conflicts of interest which have already occurred and are violations of laws. If the Committee receives such a disclosure, they will follow TBR Guideline B-080 which requires disclosure to the VP-Business and Finance and Internal Audit. If the Committee receives a disclosure prior to the occurrence of an event that they believe would be illegal, the Committee will so advise the employee in the written report.

5.0 Records
Records of the decisions of the Conflict of Interest Disclosure Review Committee shall be kept in Human Resources in accordance with TBR guideline G-070.
APPENDIX C

Chattanooga State Community College

MEMORANDUM

TO: NEW EMPLOYEES
FROM: Jerome Gober, Director, Affirmative Action, EEO, ADA, Titles VI & IX
DATE: 
REF: Disability and Veteran Status

The Affirmative Action Office is required by Federal and State law to allow College faculty and staff the opportunity to self-identify disability or veteran status for compliance with Federal/State Employment Reporting Regulations. This information is voluntarily provided, will be kept confidential, and will be used only in accordance with Federal regulations. Disclosure or refusal to provide information will not subject employees to any adverse treatment.

Please complete and return this form by ________________________, to: Jerome Gober
Room 232D, CBH

Name ____________________ SS# ____________________
Department/Division ____________________ OR BANNEE ID #
Position ____________________

VETERAN STATUS:
- A. Special Disabled Veteran: A person entitled to disability compensation for disability under laws administered by the Veterans Administration.
- B. Vietnam Veteran: A person who served on active duty for a period of not less than 180 days, any part of which occurred between August 7, 1964 and May 7, 1975.
- C. Newly Separated Veteran: Any veteran who served on active duty in the U.S. military, ground, naval or air service during the one-year period beginning on the date of such veteran's discharge or release from active duty.
- D. Other Eligible Veteran: Includes those who served in a "war" and those who served in a campaign or on an expedition for which a campaign badge has been awarded.

DISABILITY STATUS:
A disabled person is anyone who: (1) has a physical or mental impairment which substantially limits one or more of the major life activities; (2) has a record of such an impairment; (3) is regarded as having such an impairment.

Please place an "X" by any disability which applies to your situation:
- A. No disability
- B. Yes Upper & Lower Extremities, e.g., amputation, finger disability
- C. Yes Trunk, Spine & Abdominal Defect, e.g., hernia, disk, spinal fusion
- D. Yes Vision Impaired
- E. Yes Deaf or Hard of Hearing
- F. Yes Speech Impaired
- G. Yes Cardiovascular (Heart)
- H. Yes Respiratory, except Asthma (Breathing)
- I. Yes Widespread Pulmonary or Muscular Dysfunction, e.g., multiple sclerosis, paraplegia, cerebral palsy, epilepsy, Parkinson's disease
- J. Yes Neuropsychiatric, e.g., personality disorder, head injuries, schizophrenia and/or drug addiction

K. Yes Rettardation, e.g., mentally retarded
L. Yes Skin, Cosmetic & Allergy conditions, e.g., facial disfigurement, asthma, allergic dermatitis, slain disease
M. Yes Generalized or Systemic Diseases, e.g., diabetes, arthritis, leukemia, cancer, diseases of the blood
N. Yes Gastrointestinal e.g., ulcer, colitis, colostomy
O. Yes Genitourinary
P. Yes Learning Disabilities
Q. Yes Other disabilities, please explain

___ K. Yes Rettardation, e.g., mentally retarded
___ L. Yes Skin, Cosmetic & Allergy conditions, e.g., facial disfigurement, asthma, allergic dermatitis, slain disease
___ M. Yes Generalized or Systemic Diseases, e.g., diabetes, arthritis, leukemia, cancer, diseases of the blood
___ N. Yes Gastrointestinal e.g., ulcer, colitis, colostomy
___ O. Yes Genitourinary
___ P. Yes Learning Disabilities
___ Q. Yes Other disabilities, please explain

Is your disability temporary ___ permanent ___?

It is the responsibility of the employee to inform their supervisor or ADA coordinator that a reasonable accommodation is needed.

Chattanooga State Community College is an EEO/AA/Title VI/Title IX/Section 504/ADA employer.
APPENDIX D

FACT SHEET

Tennessee Board of Regents--1415 Murfreesboro Rd., Suite 350--Nashville, TN 37217- (615) 366-4417

YOUR RIGHTS UNDER
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The Civil Rights Act of 1964 was passed to ensure the people of the U.S. equal treatment, rights and opportunities regardless of race, color or national origin. Title VI of that Act prohibits discrimination in federally funded programs. It is important that all applicants and recipients of services know about their rights under the law.

WHAT IS TITLE VI?
"No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

WHAT IS COVERED BY TITLE VI?

- Veterans Administration educational benefits
- employee or student recruitment
- social services
- construction
- transportation
- the distribution of benefits and services,
- tax benefits enjoyed by private agencies,
- fraternal and non-profit organizations
- (i.e. 501 c3), as well as
- education institutions
- hiring

*This is not an inclusive list

WHAT IS FEDERAL FINANCIAL ASSISTANCE?

- Federal financial assistance means more than just money. Aid that enhances the ability to improve or expand allocation of a recipient's own resources also constitutes assistance. Examples:
  - Student aid (releases recipient's funds for other uses) or
  - Training of employees (permits better use of the employer)
  - Grants and Loans
  - Property
  - Loan or Personnel
  - Tax incentives
  - Technical assistance, etc.

- Title VI applies to discrimination throughout an agency, not just to actions involving the federally assisted program. Therefore, if an agency receives any federal financial assistance for any program or activity - the entire agency is required to comply with Title VI, not just that particular program.

Note: 1987 Civil Rights Restoration Act restored the broad coverage of "program or activity"

WHO MUST COMPLY? I. E. WHO MAY BE FOUND IN VIOLATION?

Recipients and other parties that substantially affect program outcomes
- State and Local Government: Agency distributing federal assistance or entity distributing federal assistance to 1 state or local government entity.
- Higher education: college, university or other post-secondary institution.
- Local education agency or system of vocational education, or other school system.
An entire corporation, partnership or other private organization, or an entire sole proprietorship.
Private organization in education, housing, health care, etc. (the entire organization).
The entire plant or private corporation or other organization which is a geographically separate facility to which federal financial assistance is extended.

**WHAT TITLE VI DOES**
- Prohibits entities from denying an individual any service, financial aid or other benefit.
- Prohibits entities from providing services or benefits to some individuals that are different or inferior (either in quantity or quality) to those provided to others.
- Prohibits segregation or separate treatment in any manner related to receiving program services or benefits.
- Prohibits entities from requiring different standards or conditions as pre-requisites for serving individuals.
- Encourages the participation of minorities as members of planning or advisory bodies for programs receiving federal funds.
- Prohibits discriminatory activity in a facility built in whole or part with Federal funds.
- Requires information and services to be provided in languages other than English when significant numbers of beneficiaries are of limited English speaking ability.
- Requires entities to notify the eligible population about applicable programs.
- Prohibits locating facilities in any way that would limit or impede access to a federally funded service or benefit.
- Requires assurance of nondiscrimination in purchasing of services.

**WHAT TITLE VI DOES NOT DO**
- Does not apply to Federal assistance provided through insurance or guaranty contracts (e.g. FHA loan insurance).
- Does not apply to employment, except where employment practices result in discrimination against program beneficiaries or where the purpose of the Federal assistance is to provide employment.
- Does not provide relief for discrimination based on age, sex, geographical locale or wealth.
- Does not apply to direct benefit programs such as Social Security.
- Only apply to contracts and set-aside programs.

**HOW TO FILE A COMPLAINT WITH TBR**
Complaints must be filed in writing with the Title VI representative of the location of the alleged discrimination or with the appropriate regional or central office of the Tennessee Board of Regents, 1415 Murfreesboro Road, Suite 350, Nashville, TN 37217.

You should be aware that a recipient is prohibited from retaliating against you or any person because he or she opposed an unlawful policy or practice, or made charges, testified or participated in any complaint action under Title VI.

**INFORMATION**

For additional information about Title VI, please contact your Tennessee Board of Regents institutional Title VI officer:

Name: Jerome Gober
Institution: Chattanooga State Technical Comm. College
Address: 4501 Amnicola Highway, Chattanooga, TN 37406-1097
Phone: 423-697-4457

"Simple justice requires that public funds, to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes or results in racial discrimination." (President John F. Kennedy, in his message calling for the enactment of Title VI, 963)

**HOW DOES TITLE VI APPLY TO PUBLIC POLICY?**
Title VI is a mechanism that directs the federal financial assistance which drives or promotes economic development. By legislative mandate, Title VI examines the following public policy issues:

- Provision of Services
- Infrastructure development
- Accountability in public funds expenditures
- Economic Empowerment
- Environmental Justice
- Public-Private Partnerships financed in part or whole

- Program service delivery
- Disparate impact
- Minority participation in decision-making
- Site and Local of Facilities
- Accessibility for all persons
- Comprehensive Method of Administration to ensure with public funds enforcement/compliance at the state and local level
APPENDIX E

Discrimination/ Harassment/Complaint Form

Date: ______________________________

Complainant:

Address:

Email address: ______________________________

Phone: (home)___________________________ (work)___________________________

Name(s) of person(s) accused of wrongdoing: ______________________________

Alleged Discrimination / Harassment Factors:
__ Race __National Origin

__Color __ Disability

__Religion __ Age

__ Sex __Veteran Status

__Sexual Orientation/Gender Identity

Describe all actions of person(s) named above. Be as detailed as possible; include the date, time and place of each event(s) or conduct involved. Attach additional pages, if needed.

What effect has this had on you? ________________________________

Names of witnesses to the above-described events. Include phone number(s), if known.

Names of anyone with whom you discussed the above-described events. Include phone number, if known.

How would you like this matter resolved? ________________________________

Complainant Signature: ________________________________
APPENDIX F

GRIEVANCE FORM

Grievant: ____________________________________________________________

Job Title: __________________________________________________________

Department: _________________________________________________________

Phone: (home)____________________ (work) _____________________________

Date: __________________________________________________________________

Explanation of grievance: (use back or additional sheets if necessary)

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

Name and dates of the persons to whom the grievance has previously been presented:

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

Corrective action desired:

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

Complainant Signature _______________________________________________
APPENDIX G

Chattanooga State
Office of Continuing Education
Proposal for Course/CEU Approval

Program Title (Title should be descriptive of program content.)

____________________________________________________________________________________

Instructional Contact Hours:

____________________________________________________________________________________

Program Description:

____________________________________________________________________________________

____________________________________________________________________________________

Targeted Audience/student:

____________________________________________________________________________________

Marketing Plan to reach Targeted group:

____________________________________________________________________________________

____________________________________________________________________________________

Textbook/Reference Materials to be used:

____________________________________________________________________________________

Program Outline (By class sessions/topic(s) to be covered.)

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________
**APPENDIX H**

Chattanooga State Community College
Continuing Education Course Evaluation

Course: ___________________________ Name: ___________________________ (optional)

Date: ___________________________  Instructor: ___________________________

<table>
<thead>
<tr>
<th>Content/Course Material</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The course was well organized.</td>
<td>🈲 🈲 🈲 🈲</td>
<td>The</td>
<td>topics covered in the course met my expectations.</td>
<td>🈲 🈲 🈲 🈲</td>
</tr>
<tr>
<td>course material was useful.</td>
<td>🈲 🈲 🈲 🈲</td>
<td>The</td>
<td>I learned and benefited from the course</td>
<td>🈲 🈲 🈲 🈲</td>
</tr>
</tbody>
</table>

**Facility**

| The registration process was thorough and timely. | 🈲 🈲 🈲 🈲 |
| The classroom was orderly and clean. | 🈲 🈲 🈲 🈲 |
| The classroom was comfortable. | 🈲 🈲 🈲 🈲 |
| Classroom equipment was in working order. | 🈲 🈲 🈲 🈲 |

**Instructor**

| The instructor presented the material clearly and understandably. | 🈲 🈲 🈲 🈲 | The |
| instructor was well prepared for the course. | 🈲 🈲 🈲 🈲 | The |
| instructor was attentive to my individual needs. | 🈲 🈲 🈲 🈲 | The |
| instructor moved at an appropriate pace. | 🈲 🈲 🈲 🈲 |

**Other questions:**

How did you find out about this course offering

- 🈲 Brochure
- 🈲 Email
- 🈲 Fax
- 🈲 Flyer
- 🈲 Newspaper
- 🈲 Radio
- 🈲 Web site
- 🈲 Friend
- 🈲 Other

Would you take another class offered by CSTCC?

- 🈲 Yes
- 🈲 No