# **STUDENT DISABILITY SERVICES**

# **Student Guidebook**

**100 Dunford Hall/915 Volunteer Boulevard**

**Knoxville, TN 37996-4020**

***Voice:* (865) 974-6087**

***Video Relay:* (865) 622-6566**

***Fax:* (865) 974-9552**

***Email:*** [**sds@utk.edu**](mailto:sds@utk.edu)

***Web:*** [**sds.utk.edu**](http://sds.utk.edu)

**Director’s Welcome**

Dear Students:

Welcome to the University of Tennessee, and congratulations on becoming a Volunteer! We are so pleased that you’ve chosen to connect with Student Disability Services. We look forward to collaborating with you as you work to achieve your academic goals at UT.

Student Disability Services is committed to ensuring students have equitable access to programs, activities, and services at UT. Our office works with each student to develop an appropriate accommodation plan and assists instructors with providing those accommodations. Student Disability Services also engages various campus partners to provide educational opportunities regarding accessibility.

This guidebook is intended to provide you with information about Student Disability Services, the processes for requesting and utilizing accommodations, and information about additional campus services and resources you may find useful. You will find active links throughout this guidebook that will take you directly to additional information on many of these resources.

Student Disability Services looks forward to supporting you throughout your time here at UT. We wish you the very best as you strive to achieve your goals!

Sincerely,

David Ndiaye

Director

Student Disability Services

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### Overview of Student Disability Services

Welcome to the University of Tennessee, Knoxville **Student Disability Services (SDS)**. The staff of SDS are dedicated to opening doors of equal opportunity for students with disabilities at the University of Tennessee, Knoxville, the UT Space Institute in Tullahoma, the UT Health Science Center in Memphis, and the graduate Social Work programs in Nashville.

**Mission Statement**

The mission of Student Disability Services is to partner with the campus community in providing equitable access to eligible students while providing disability-inclusive diversity.

**Purpose**

SDS assists students with disabilities by determining their eligibility and then collaborating to provide the accommodations that will ensure equal access to the University of Tennessee programs and services.

### How to Qualify for Accommodations

**Getting Started**

1. **Schedule an appointment**

Please contact SDS at (865) 974-6087, (865) 622-6566 *(videophone)* or [sds@utk.edu](mailto:sds@utk.edu) to schedule a Welcome Meeting with the Accommodations Coordinator. The Coordinator will talk with you about your accommodation needs and begin to develop an accommodations plan with you.

1. **Complete the online** [**Registration Form**](https://clockwork.asa.utk.edu/ClockWork/user/intake/default.aspx) **prior to your appointment.**
2. **Provide documentation of disability.** Review the applicable [SDS documentation guidelines](http://sds.utk.edu/documentation-guidelines/) for more information about what should be included. Students who require additional testing for Learning Disabilities or Attention Deficit Disorders may contact SDS for options in the Knoxville area.

PLEASE NOTE: You do not need to delay meeting with SDS out of concern for not having the correct (or any) documentation. If needed, the Coordinator can discuss with you any specific documentation needs during your Welcome Meeting. **Our priority is on meeting with you and providing accommodations as soon as possible.** Provisional accommodations may be provided to allow students time to procure any needed documentation.

1. **Attend Welcome Meeting**

During the Welcome Meeting, the Coordinator will engage you in an interactive conversation about how your disability impacts you, as well as the accommodations needed to address that impact. The Coordinator will evaluate any documentation presented in advance of the Welcome Meeting, as well as discuss any additional documentation presented by you at the time of the Welcome Meeting. Our goal is to ensure that you have equal access to all courses and activities at UT in as timely a manner as possible.

**Confidentiality**

SDS complies with the Family Educational Rights and Privacy Act (FERPA) in maintaining strict confidentiality standards pertaining to all student records. SDS maintains a secure database of student records and documentation that is separate from all other records management systems at the University of Tennessee. Students may provide SDS with written consent to release information to a third party of their choice. If they so choose, the consent is valid for one year from the date of signature, and it may be renewed or rescinded at any time.

**Students in Need of Temporary Accommodations**

Students may experience a temporary need for accommodations due to injuries and/or short-term illnesses. While these conditions do not necessarily rise to the level of disability, SDS will provide accommodations on a temporary basis in order to assist students who wish to remain enrolled and complete their courses. Students requiring temporary accommodations may complete the appropriate online [Temporary Injury-Illness Registration Form](http://sds.utk.edu/temporary-injury-illness-registration-form/) and contact SDS to schedule a meeting with an accommodations coordinator. The Welcome Meeting typically takes about 30 minutes. Students leave with a completed Accommodations Plan, as well as instructions for requesting and utilizing one’s accommodations.

Students needing assistance with notifying their professors about injury- or illness-related absences may contact the Dean of Students Office at (865) 974-3179 or in 413 Student Services Building.

### How to Access Accommodations

**Notifying Faculty about Academic Accommodations**

Students are responsible for notifying their instructors that they are registered with SDS by requesting their Faculty Accommodation Letters. Students may submit an online request for Faculty Accommodation Letters via the [SDS Student Portal](https://clockwork.asa.utk.edu/ClockWork/custom/misc/Login.aspx). The instructor of record will automatically receive a notification via email to review the Faculty Accommodation Letter once each request is approved. Students should also print or save copies of the letters to provide to others who are involved in teaching their courses, such as lab assistants and graduate teaching assistants.

Students are encouraged to view the appropriate online tutorial for full instructions. Tutorials may be found on the Student Disability Services (SDS) [homepage](http://sds.utk.edu/).

**Communicating with Faculty about Accommodations**

Professors play a key role in providing most accommodations, so it is important that students communicate with faculty at the beginning of each semester about their accommodation needs. It is typically best to make arrangements to meet with faculty during their posted office hours rather than talking with them in the classroom immediately before or after class. This allows students to have professors’ undivided attention for these important and confidential conversations. Professors want to ensure that each student is appropriately accommodated, so they generally appreciate when students take the time to communicate with them about accommodations at the beginning of the semester.

**Instructions for Requesting Accommodations**

In order to request and utilize certain accommodations, students will need to notify SDS by submitting an online request. Following are the instructions for requesting each of these accommodations.

***Note Taker Accommodation***

Student Disability Services provides note taking services as an academic accommodation for students with documented disabilities who are approved for the accommodation.

*Obtaining a Note Taker*

To request a note taker, students should first request a Faculty Accommodation Letter for each course in which they will need note taking services. This letter confirms for the instructor that a note taker accommodation has been approved. Students should then request a note taker via the [SDS Student Portal](https://clockwork.asa.utk.edu/ClockWork/custom/misc/Login.aspx). A short tutorial on how to request a note taker can be found on the [SDS Student Tutorials](http://sds.utk.edu/video-tutorials) page. Students should contact the SDS Note Taker Coordinator right away by email at [notetaking@utk.edu](mailto:notetaking@utk.edu) or by phone at (865) 974-6087 if they encounter any difficulties with requesting a note taker via the Student Portal.

Students are encouraged to request a note taker as soon as their class schedules are confirmed each semester. We understand that changes may occur after your initial schedule is confirmed, so please notify the Note Taker Coordinator as soon as any changes are made. Some classes such as online courses, practicums, clinicals, and labs may not require a note taker, so please consider specific needs for a course prior to submitting note taker requests. Please contact the Note Taker Coordinator to cancel a previously-submitted note taker request if you determine at any point in the semester that a note taker is not needed.

*Student Responsibilities*

Students are responsible for knowing the deadlines, assignments, and other course information delivered in the lecture or in the syllabus, and for obtaining any handouts or supplemental materials provided by the instructor. The note taker accommodation is not meant to take the place of attending class, and it is expected that students are only utilizing notes from the classes they attend. SDS recommends that students download their notes often, so they will have ample time to review them and ask questions. Notes are for students’ personal use and are not to be shared with other students.

***Exam Accommodations***

Student Disability Services provides exam accommodations for eligible students with documented disabilities. Prior to utilizing exam accommodations, students should request a Faculty Accommodation Letter for each course in which they will need the accommodations. This letter confirms for the instructor that exam accommodations have been approved.

Students should utilize the [SDS Student Portal](https://clockwork.asa.utk.edu/ClockWork/custom/misc/Login.aspx) to schedule any exams they need to take in the SDS Testing Center. A short tutorial on how to schedule accommodated exams can be found on the [SDS Student Tutorials](http://sds.utk.edu/video-tutorials/) page.

Please note the following guidelines for scheduling and taking exams in the Testing Center.

* Requests to take an exam in the Testing Center must be made via the Student Portal at least seven days prior to the exam date. Earlier scheduling deadlines will apply for final exams, and reminders are sent to students via email. Late requests may be considered. Please submit all late requests using the [Late Exam Request Form](http://sds.utk.edu/late-exam-request-form/).
* It is recommended that students schedule all exams, including finals, at the beginning of the semester.
* Students should contact the Testing Coordinator at [sdstesting@utk.edu](mailto:sdstesting@utk.edu) as soon as they are aware of the need to change a scheduled exam. Students needing to cancel an exam may do so by logging into the [SDS Student Portal](https://clockwork.asa.utk.edu/ClockWork/custom/misc/Login.aspx) and accessing the exam under the “My Schedule” link. An exam may be cancelled up to two hours before the scheduled start time.
* Additional time will not be granted to students who arrive or begin an exam late. Students arriving late may not be permitted to take the exam until SDS receives permission from the instructor.
* The Testing Center is under video surveillance and is monitored by proctors. If academic misconduct is suspected, the exam will be stopped and SDS will notify the instructor and the Office of Student Conduct and Community Standards.
* Only faculty-approved materials specified on the exam administration form will be allowed during the exam.

***Interpreting and Transcribing***

Student Disability Services provides interpreting and transcribing services for eligible students with hearing disabilities.

Students should request a Faculty Accommodation Letter for each course in which they will need the interpreting or transcribing services. This letter confirms for the instructor that Sign Language Interpreters or Transcribers are an approved accommodation for the student. A notification is also sent to the professor with as much advance notice as possible to provide tips on how to work with Interpreters and/or Transcribers.

Students may utilize the online [Interpreter-Transcriber Request Form](http://sds.utk.edu/interpreter-transcriber-request-form/) if services are needed outside of the classroom at campus events. Requests should be made at least two weeks prior to the event. Requests submitted less than two weeks in advance will be accepted, and all attempts will be made to provide services. However, understand that at times, it may be impossible for SDS to accommodate a delayed request.

Please refer to the Deaf and Hard of Hearing handbook for more specific guidelines and information for utilizing interpreting and transcribing services.

***Mobility Access***

A student with mobility concerns may notify SDS for assistance with physical access on campus. Once students know their classroom locations, they are encouraged to visit each building and room to assess whether or not they will need accessible furniture. If accessible furniture is required OR a student feels the classroom location is not accessible in some way, please email a request for assistance to [sds@utk.edu](mailto:sds@utk.edu) right away.

***T: Access Transportation Services***

The University of Tennessee’s transit system, The T, provides students, staff, faculty, and visitors a safe, convenient, and efficient campus-wide transportation service. All T buses are accessible to people with disabilities.

Students with health or mobility impairments, including those that are temporary in nature, may also be provided with additional transportation services. SDS can assist by providing a pass for students to utilize the T: Access buses, which are available Monday through Friday. The T: Access is an accessible UT shuttle program that provides on-demand, point-to-point service on UT’s main campus, Ag Campus, and UT facilities in the Fort Sanders neighborhood. Please visit the [T website](http://ridethet.utk.edu/route-information/) for the most current information on the hours of operation for T: Access services. Students should visit SDS in 100 Dunford Hall to obtain a T: Access pass as soon as they are aware of the need. SDS may request documentation of a student’s health or mobility impairment, but lack of documentation will not prevent a student from being given a T: Access pass at least on a short-term basis.

***Accessible Media***

Student Disability Services works to ensure that eligible students with sensory impairments have full access to all media materials used in the classroom.

Students should request a Faculty Accommodation Letter for each course in which they may need captioned media or transcribed/described audio. This letter confirms for the instructor that such accommodations have been approved, so that they may request assistance from SDS in preparing these materials in advance. Upon completion, SDS provides the accessible media to the instructor. Students are encouraged to notify their instructor and contact SDS if they encounter any inaccessible media in class. Please also note that captioning software is available in the Studio at Hodges Library for students and staff needing to caption their own materials.

***Materials in Alternate Format***

Student Disability Services works to ensure that eligible students with disabilities impacting the processing of printed information have full access to course materials required or suggested by their instructors.

Students are strongly encouraged to submit their requests as early as possible, as it may take up to six weeks to obtain and prepare materials in alternate format. Students may obtain information about course materials from their syllabi or by contacting instructors prior to the beginning of the semester if that information is not readily available on the [UTK Bookstore website](http://shop.utk.edu/).

To request materials in an alternate format, please complete the online [Request for Books in Alternate Format](http://sds.utk.edu/request-for-books-in-alternative-format/), which may also be found under the Forms link on the SDS website. For each book, article, or excerpt, the student should complete all required fields on the online form and/or provide a URL link or a PDF of the article or excerpt. This helps ensure the correct book, article, or excerpt is converted and delivered in a timely fashion. Additionally, the publishers require SDS to secure a copy of the receipt as proof of purchase. Fair use laws with regard to articles and excerpts will dictate provision of those media types.

Students may also provide SDS with materials posted to Canvas, such as articles and handouts, to be converted into accessible format.

***Assistive Technology***

Students may be provided with the use of assistive technology in order to fully access class materials and exams. Students who wish to utilize these technologies should contact SDS to set up a time to receive instruction from a staff member. When scheduling exams, students should specify which of their assistive technology accommodations they would like to use by checking the appropriate boxes. Some examples of assistive technology are Read & Write Gold, JAWS, Kurzweil, ZoomText, Dragon, and Livescribe pens. Please note that Read & Write Gold is available campus wide in all computer labs and is also available for download to students’ personal devices from the [OIT Software Distribution page](https://webapps.utk.edu/OIT/SoftwareDistribution/).

**Course Substitution Requests**

Students may need to seek course substitutions on the basis of a documented disability that inhibits the ability to learn certain subjects. For example, students with certain types of hearing disabilities may find it next to impossible to learn foreign languages. While tutoring and accommodations may help some students succeed in these courses, others may be unable to succeed even with the use of academic adjustments and accommodations. In such situations, students may want to consider requesting a substitution for the course in question. Please note that if the course in question is considered to be an essential part of the student’s program or a requirement for certification or licensure, a substitution cannot be granted. Please contact SDS for the full procedures and form for requesting a course substitution.

**Housing Accommodations**

Students requiring accommodations for on-campus residence halls should contact SDS for instructions on how to proceed. Examples of housing accommodations include, but are not limited to, rooms that have been modified to provide access for students with mobility, visual, or hearing impairments. SDS will request documentation and ask that the student complete a Housing Accommodation Request Form. SDS will evaluate each student’s request and then make an accommodation recommendation to University Housing.

**Contacting an SDS Coordinator**

Students are encouraged to contact their SDS coordinator whenever they have concerns about receiving their accommodations, or if they are experiencing any difficulties that may be related to their disability. The SDS coordinator may need to suggest changes in a student’s accommodation plan, or he or she may be able to refer the student to other beneficial campus resources.

Appointments are typically required to meet with a coordinator, so please contact SDS right away to schedule an appointment as needed. Students may also make an appointment with their coordinator via the [Student Portal](https://clockwork.asa.utk.edu/ClockWork/custom/misc/Login.aspx) on the SDS website. Students may email their coordinator if they believe their questions can be adequately addressed in that manner.

*Students in Distress*

Students who believe they are in immediate crisis or distress about academic and life issues should seek assistance from the UT Counseling Center. A link to their website, which includes various resources and ways to contact them, are listed in the *Campus* *Resources for Students* section of this guidebook. The link includes information about whom to contact outside of regular business hours. Students who are unsure about where to go for assistance may also inquire with SDS, and an SDS staff member will refer them to the appropriate campus resources at that time.

### How to Resolve Service Delivery Problems

Please contact SDS right away if any concerns arise, such as difficulties accessing online request for faculty accommodation forms, communicating about and receiving accommodations from faculty, operating assistive technology, receiving materials in alternative format, receiving note-taking services, or with interpreting and/or transcribing services. You may reach SDS at:

100 Dunford Hall

Phone: (865) 974-6087

Video Relay: (865) 622-6566

Email: [sds@utk.edu](mailto:sds@utk.edu)

Web: <http://sds.utk.edu>

If you ever believe you have been discrimi­nated against in violation of your Accommodation Plan, please contact the UT Knoxville Office of Equity and Diversity (OED) for assistance. You may reach OED at:

1840 Melrose Avenue

Phone: (865) 974-2498

Web: <http://oed.utk.edu>

### Additional Services for Students

**SDS Student Information Sessions**

SDS Student Information Sessions are a great opportunity to meet other students and learn the skills needed to have a successful experience utilizing accommodations at the University of Tennessee. Sessions are typically offered at the beginning of the fall semester and last about 30 minutes. Some of the topics covered are communicating with faculty, scheduling exams, and requesting note takers. Students are encouraged to stop by, have a snack, and spend a few minutes learning with one another! Please contact SDS for specific information about specific session dates.

**Video Relay**

The University of Tennessee offers various locations with Sorenson video phones available solely for individuals who are Deaf or hard of hearing and who utilize American Sign Language (ASL).This device allows the Deaf community the ability to communicate with Deaf and hearing individuals. The locations are listed below:

* Student Disability Services at 100 Dunford Hall
* Hodges Library Room 220A – Commons North
* Pendergrass Agriculture-Veterinary Medicine Library
* Claxton Education Building in the Common Area near the vending machines

If you have any questions or need assistance with the device, please contact SDS at [sds@utk.edu](mailto:sds@utk.edu) or (865) 622-6566 (videophone).

**Delta Alpha Pi International Honor Society**

Delta Alpha Pi Honor Society is an academic honor society for students with disabilities in colleges and universities. Membership is open to both undergraduate and graduate students at colleges and universities who have established chapters and who meet the following criteria:

1. Present with a documented disability and work with one of the coordinators in Student Disability Services.
2. Demonstrate an interest in disability issues.
3. Undergraduate students must have completed a minimum of 24 credits and earned an overall Quality Point Average of 3.10.
4. Graduate students must have completed a minimum of 18 credits and earned an overall Quality Point Average of 3.30.

Application for membership is open each spring semester and inductions are held each April.

UTK chapter email: [dapi@utk.edu](mailto:dapi@utk.edu)

UTK chapter facebook: <https://www.facebook.com/groups/1446388359011502/>

National website: <http://deltaalphapihonorsociety.org/>

**Scholarship Opportunities**

SDS has the honor of awarding two types of scholarships to students with disabilities each year. Annual notification will be emailed to students who are registered with SDS, reminding them to apply, if interested. The SDS Scholarship Committee is comprised of representatives from various campus offices and may include staff, students, and faculty members. The Committee will select scholarship recipients through a competitive selection process based on the specific criteria indicated for each scholarship. Funds are distributed to recipients at the beginning of the following fall and spring semesters during Financial Aid disbursement.

The scholarships are as follows:

*Robert L. and Helen Johnson Scholarship*

Through generous contributions made by Mr. and Mrs. Johnson, the Robert L. & Helen Johnson was established to assist students with disabilities further their education. The criteria are:

1. Student must be enrolled as a full-time, degree-seeking undergraduate or graduate student at UTK at the time of application and award.
2. Student must have a documented disability.
3. Undergraduate student applicants must have completed 60hours of course work by January 1st of application year.
4. Student must have a minimum cumulative 2.5 GPA at the time of application and award. (Suspension, academic probation, dismissal or failure to maintain a 2.5 GPA during award period will result in the scholarship being automatically revoked.)
5. Transfer students must have a minimum cumulative 2.5 GPA from their previous institution(s). (Suspension, academic probation, dismissal or failure to maintain a 2.5 GPA during award period will result in the scholarship being automatically revoked.)

*Students with Visual Disabilities Scholarship*

This scholarship was established through generous contributions made by local service membership organizations dedicated to improving communities and encouraging leadership. While preference is given to students with visual disabilities, students with other documented disabilities are encouraged to apply and will be considered for awards. The criteria are:

1. Student must be enrolled as a full-time, degree-seeking undergraduate or graduate student at UTK at the time of application and award.
2. Student must have a documented disability.
3. Undergraduate student applicants must have completed 12 semester hours of coursework by January 1st of application year.
4. Student must have a minimum cumulative 2.0 GPA at the time of application and award. (Suspension, academic probation, dismissal or failure to maintain a 2.0 GPA during award period will result in the scholarship being automatically revoked.)
5. Transfer students must have a minimum cumulative 2.0 GPA from their previous institution(s). (Suspension, academic probation, dismissal or failure to maintain a 2.0 GPA during award period will result in the scholarship being automatically revoked.)

*Students registered with SDS may also apply for the following two scholarships administered through the Haslam College of Business. The scholarships and their criteria are listed below.*

*Dale & Laverne Culbertson Endowed Undergraduate Scholarship*

1. Applicants must be currently enrolled at or admitted to attend the University of Tennessee, Knoxville Haslam College of Business.
2. Preference should be given to students whose grade point average (GPA) falls between 2.5 and 3.0 on a 4.0 scale.
3. Financial need may be considered.
4. Preference should be given to students who identify themselves as having a learning disability through the UTK Student Disability Services.

*Roland C. Van Dorselaer Scholarship*

1. Applicants must be currently enrolled at or admitted to attend the University of Tennessee, Knoxville Haslam College of Business.
2. Financial need will be considered. It is the intention of the donors that the scholarship be awarded to a student who would otherwise have difficulty funding a higher education.
3. Preference should be given to students who identify themselves as having a learning disability through the UTK Student Disability Services.
4. Preference should be given to students whose grade point average (GPA) falls between 2.5 and 3.2 on a 4.0 scale.

*Additional Scholarships*

SDS occasionally receives information about additional scholarship opportunities for students with disabilities. Please visit the [scholarships page](http://sds.utk.edu/scholarships/) and scroll to the bottom for the most current listings.

**Career Development Coordinator for Disability, Diversity, and Veteran Initiatives** - **The Center for Career Development (CCD)**

The Center for Career Development (CCD) works in close partnership with Student Disability Services to assist all UT students and alumni who have disabilities with career development and employment preparation. Some of the services offered are: assessment for major and career path exploration, resume and cover letter creation, interview techniques and preparation, self-advocacy skill development, disability disclosure techniques, information regarding the process to request workplace accommodations, resources related to the Americans with Disabilities Act and other laws, access to employers who are actively recruiting students with disabilities, job search skills, and referrals to other campus and community resources.  Additionally, the CCD coordinates or participates in several events and programs to help students:

* Specialized recruiting events for jobs with the federal government and federal contractors through the **Workplace Recruitment Program** in **October**
* Find job and internship opportunities through recruitment events such as major specific diversity information sessions sponsored by some of UT’s best employer partners **throughout the semester** and the **Diversity Job Fair** in **February**

Contact Tatiana Leavitt, the CCD’s career development coordinator for disability, diversity, and veteran initiatives to take part in the many services we offer!

201 Student Union   
Phone: (865) 974-5435

Email: [tleavitt@utk.edu](mailto:tleavitt@utk.edu)

Web: <http://career.utk.edu>

**Career Opportunities for Students with Disabilities (COSD)**

Career Opportunities for Students with Disabilities (COSD) is a unique and dynamic national professional association comprised of approximately 850 colleges and universities and over 650 major national employers. COSD’s mission is to improve the career employment rate of college students and recent graduates with disabilities on a national basis. The result is students with disabilities are better prepared and more competitive in the career search. COSD closely works with employers to identify innovative methods of recruiting and hiring college graduates with disabilities, including creation of internship opportunities or encouraging participation of employers in specialized internship and recruiting programs that focus on college students with disabilities.

Phone: (865) 567-3765

Email: amuir@cosdonline.org

Web: <http://www.cosdonline.org/>

**Vocational Rehabilitation Services – Tennessee**

Vocational Rehabilitation (VR) is a federal and state-funded program providing services to help individuals with disabilities enter or return to employment. It is designed to assist individuals of work age with physical and/or mental disabilities compete successfully with others in earning a living.

While not directly affiliated with VR, SDS encourages all students to contact VR to inquire about potential eligibility for services and funding. Please contact VR for more information, including office locations around Tennessee.

520 West Summitt Hill Drive, Suite 301   
Knoxville, TN 37902  
Phone: (865) 594-6060  
TTY: (865) 594-6006

Web: [Vocational Rehabilitation](http://www.tennessee.gov/assets/entities/humanservices/attachments/345820(rev).pdf)

### Campus Resources for Students

**Academic Advising**

While enrolled at UT, [students work together with their advisor](http://www.utk.edu/advising/?page_id=142)s to develop their academic plans. To ensure that personal and academic needs are met, students should explore with an advisor their values, goals, and career objectives. Further, academic advisors are knowledgeable concerning many aspects of university life and can provide information and advice on utilizing the opportunities available on campus. While working with an advisor, students will develop their academic plans, learn how to be successful college students, become connected to university resources and programs, explore major and career options, and define educational, career, and personal goals. Please visit the [Undergraduate Academic Advising web page](http://www.utk.edu/advising/) for the most current advisor contact information. Please also review the University Catalog for [UT’s policies on advising](http://catalog.utk.edu/content.php?catoid=18&navoid=1966#acad_advi_univ_tenn).

**Bias Incident Protocol and Reporting**

The University of Tennessee, Knoxville, is committed to providing students, faculty, staff, and campus visitors an environment that is safe, as well as civil, and one that encourages the exchange of ideas through discourse in every aspect of campus life. All members of the campus community are encouraged to report bias-motivated incidents or crime. UT encourages all members of the campus community who believe they are victims of a bias-motivated incident or crime, or who have witnessed an incident or crime, to follow the [reporting protocol](http://bias.utk.edu/how-to-report-an-incident/).

Web: <http://bias.utk.edu/>

**Campus Disability Advocates**

Campus Disability Advocates (CDA) is a student organization that seeks to educate the campus about disability issues, advocate on behalf of people with disabilities, and promote equal respect. Founded in Spring 2012, CDA has planned programming for students and the community, including a forum, a movie screening, an art show, a portrait display of individuals with disabilities on campus, and a conference featuring speakers from around the nation. Membership is open to all students with or without disabilities.

Email: [cda@utk.edu](mailto:cda@utk.edu),

Facebook: <http://www.facebook.com/utkCDA>

Twitter: <http://www.twitter.com/utkCDA>

**Center for Career Development**

The Center for Career Development provides students with a wealth of career-related services and information from choosing a major to finding a full-time job or graduate school admission. Career counseling, job-search skills, resume critiques and interview techniques are just a few of the services offered.  Students should register in the Hire-A-VOL system, available through myUTK, to find part-time jobs, internships and full-time opportunities.  Job fairs, credit-bearing classes, workshops, and events allow students to develop important skills, gain relevant experience, and connect with employers.  Visit the Center for Career Development early and often!

201 Student Union   
Phone: (865) 974-5435

Web: [career.utk.edu](http://career.utk.edu/)

**Center for Health Education and Wellness (CHEW)**

CHEW is committed to student education on current health and wellness issues that impact student success. This office develops campaigns and programs that address personal safety, sexual assault, substance abuse, and health and wellness initiatives, which include cold and flu prevention, sleep promotion, stress reduction, sexual health, and nutrition.

CHEW also administers 974-HELP referral line, which is a referral line that students, faculty, staff, and parents can call if they have a concern about the safety and well-being of a student.

1800 Volunteer Boulevard, Suite 201  
Phone: (865) 974-5725  
Email: [wellness@utk.edu](mailto:wellness@utk.edu)

Web: <http://wellness.utk.edu/>

**Center for International Education**

The Center for International Education leads, coordinates, and supports UT’s strategies for global education, research, and engagement. This office’s responsibilities include developing and managing international partnerships, welcoming and assisting international students and scholars, providing study abroad opportunities for UT students, and creating international and inter-cultural programming for the campus and broader community.

1620 Melrose Avenue

Phone: (865) 974-3177

Email: [cie@utk.edu](mailto:cie@utk.edu)

Web: <http://cie.utk.edu/>

**Center for Leadership and Service**

The Center for Leadership and Service is a great place for students to develop their leadership and make a difference on campus and in the community.  Their mission is to educate and engage all students to lead and serve in the global community. This center is the base for many leadership and service programs, courses and experiences such as Ignite, The Emerging Leaders Class, the Leadership & Service Ambassadors, the LeaderShape Institute, the Leadership & Service Learning Community, Alternative Breaks, and the Leadership Knoxville Scholars program. The Center is also co-home to the new Leadership Studies Minor.

2238 Dunford Hall

Phone: (865) 974-1039

Email: [leadserve@utk.edu](mailto:leadserve@utk.edu)

Web: <http://leadershipandservice.utk.edu/>

**Center for Student Engagement**

The Center for Student Engagement contributes to the holistic education of all students by providing programs and leadership opportunities that advance student learning. The Campus Events Board (CEB) is under the auspices of the Center for Student Engagement and helps to facilitate positive experiences that allow for students to connect with their peers and university community through campus programming.

These programs are designed and implemented by students for students through the Campus Events Board, which provides a diverse array of cultural, social and educational programs through the efforts of nine committees. The center also provides support to all registered student organizations, manages the VOLink student organization software and provides administrative oversight of the Solicitation Request system. This office is a great resource for students who are looking to get involved in activities and organizations on campus.

2227 Dunford Hall  
Phone: (865) 974-5455

Web: <http://go.utk.edu/>

**Counseling Center**

The Counseling Center is the university’s primary facility for personal counseling, psycho-therapy, and psychological outreach and consultation services. Their staff members provide a variety of services for students, including walk-in sessions; crisis intervention; group, individual, and couples counseling, and Feel Better Fast workshops.

1800 Volunteer Blvd.   
Phone: (865) 974-2196  
Email: [counselingcenter@utk.edu](mailto:counselingcenter@utk.edu)

Web: <http://counselingcenter.utk.edu/>

**Dean of Students Office**

As part of the University of Tennessee, the mission of the Office of the Dean of Students is to ***engage*** and ***support*** students throughout their learning experience by providing co-curricular programs and services. We are here to assist you and serve as an advocate by providing resources to connect you to the university as you navigate and transition to campus life. Whether you’re a new undergraduate or graduate student experiencing Rocky Top for the first time or you’re a seasoned Volunteer, the Office of the Dean of Students is here to help you make the most out of your experience through a variety of programs, services, and resources.  We encourage you to explore our website or reach out to learn more about our office and its services. Even more, we encourage all students to visit the Office of the Dean of Students and get to know the Deans and staff members who are dedicated to advocating for and supporting students within the University of Tennessee community.

413 Student Services Building

Phone: (865) 974-3179

Email: [dos@utk.edu](mailto:dos@utk.edu)

Web: <http://dos.utk.edu>

**Educational Advancement Program**

The Educational Advancement Program (Student Support Services) is a U.S. Department of Education funded TRiO program that provides supportive service to first generation, low income, and students with disabilities (physical. Learning) designed to ensure “good academic standing”, “retention or persistence”, and graduation from college. The program serves 250 students by providing services in special small class instruction (Chemistry 120,130, Math 125), tutoring, workshops on strategies for success, career exploration, financial aid and financial literacy. In addition, the program funds attendance at cultural events, and provides supplemental financial support to Pell grant recipients.

302 Greve Hall

Phone: (865) 974-7900  
Web: <http://eap.utk.edu>

**Math Tutorial Center**

The staff of the Math Tutorial Center (MTC) is dedicated to helping students achieve successful outcomes in their math courses, and they invite all UT students to take full advantage of the free tutoring support they offer. The MTC is staffed primarily by undergraduates, the majority of which are Math or Engineering majors, ready to help students in their math courses up to at least Calculus II and some 200 level courses.

They also have tutors that are Business, Psychology and Statistics majors that help with Math 115 Statistical Reasoning. Please contact the MTC for the most current tutoring locations and hours of operation.

Phone: (865) 974-4266 or (865) 974-2461

Email: [mtc@math.utk.edu](mailto:mtc@math.utk.edu)

Web: <http://www.math.utk.edu/MTC/>

**Off-Campus and Commuter Services**

Off-Campus and Commuter Services is committed to providing resources and services to support commuter students and their experiences. Living off-campus is a big decision. Off-Campus and Commuter Services wants to ensure that students are prepared to make informed decisions regarding their off-campus housing and that their commuter experience is exceptional.

2218 Dunford Hall

Phone: (865) 974- 4656

Email: [commuter@utk.edu](mailto:commuter@utk.edu)

Web: <http://commuter.utk.edu/>

**Office of Multicultural Student Life**

Multicultural Student Life contributes to an inclusive learning environment by enhancing institutional efforts in retaining and graduating students prepared for a diverse global society. They promote the academic success, equality, and leadership development of students through programs and services that holistically address cultural, educational, and civic growth. In addition to programming and resources, this office also offers tutoring and textbook loan services to all UT students.

1800 Melrose Ave.

Phone: (865) 974-6861

Email: [multicultural@utk.edu](mailto:multicultural@utk.edu)

Web: <http://multicultural.utk.edu/>

**One Stop Student Services**

One Stop is students’ source for answers on admissions, financial aid, student accounts, registration, and academic records. Students may visit One Stop to order transcripts, ask questions about financial aid awards, make payments to their accounts, and more.

Hodges Library Ground Floor

Phone: (865) 974-1111

Email: [onestop@utk.edu](mailto:onestop@utk.edu)

Web: http://onestop.utk.edu/

**Pride Center**

As a physical symbol of UTK’s commitment to diversity, the Pride Center provides support, resources, and a community space for UTK’s LGBTQIA and ally students, faculty, and staff, as well as anyone who seeks to learn about topics related to sexual orientation, gender, gender identity, or gender expression.  The Pride Center achieves this by sponsoring programs and events that raise awareness, increase visibility, and provide education regarding LGBTQIA issues.

Melrose Hall F-103

Phone: (865)974-7803

E-mail: [pridecenter@utk.edu](mailto:pridecenter@utk.edu)

Web:  [http://pridecenter.utk.edu](http://pridecenter.utk.edu/)

**Physics Tutorial Center**

The mission of the Physics Tutorial Center is to provide an opportunity for students enrolled in undergraduate physics courses at the University of Tennessee to receive personal attention and assistance from experienced physics students, both graduate and undergraduate, outside of the classroom.

401 Nielsen Building

Phone: (865) 974-3342

E-mail: [physics@utk.edu](mailto:physics@utk.edu)

Web: <http://www.phys.utk.edu/physlabs/tutorial-center/index.html>

**RecSports**

RecSports is the Recreational Sports Department at the University of Tennessee. It is a department within the Division of Student Life and serves students, faculty, and staff of the university community by providing a wide variety of programs and well-maintained facilities for almost any sport or fitness-oriented person. RecSports has a number of programs including Fitness, Aquatics, Intramurals, Outdoor Recreation, Sport Clubs, and much more. RecSports allows for friendly competition, fitness training and sport to all members of the University community. All students are eligible to participate in RecSports programs and facilities upon payment of the Student Programs and Services Fee each semester.

2111 Volunteer Blvd.

Phone: (865) 974-5165 (TRECS Welcome Desk - adjacent to the turnstiles)

Web: <http://recsports.utk.edu/>

**Student Success Center**

The Student Success Center (SSC) is committed to helping UT students take charge of their academic success. The SSC promotes undergraduate student excellence and persistence to graduation through academic coaching (1 on 1 appointments to help with time management, study skills, and more), supplemental instruction (group study strategy sessions in several subjects), tutoring (in many subjects and multiple locations), and other student support programs. Please check the [SSC website](http://studentsuccess.utk.edu/) for tutoring and Supplemental Instruction (SI) subjects, times, and locations. Coaching appointments may be made through Grades First or by calling the SSC.

324 Greve Hall

Phone: (865) 974-6641

E-mail: [studentsuccess@utk.edu](mailto:studentsuccess@utk.edu)

Web: <http://studentsuccess.utk.edu/>

**Student Health Center**

The Student Health Center offers a variety of services to support students in the fight to stay healthy. They provide outpatient medical care for *non-emergent* situations involving currently enrolled students who have paid their Health Fee. The cost of all visits with healthcare providers at the Student Health Center is covered by each semester's Health Fee.

However, if students receive any of the following services, there will be additional, nominal charges: lab work, immunizations, injections, x-rays, and disposable medical supplies.

1800 Volunteer Blvd.

General information phone line: (865) 974-3135

Appointments phone line: (865) 974-3648

Web: <http://studenthealth.utk.edu/>

**Writing Center**

The Writing Center offers free and individualized help to student writers in all areas of study at UTK. Students may walk in anytime during the open hours to get feedback from trained writing tutors. Appointments with specialist ESL tutors are available for multilingual writers.

Humanities and Social Sciences 212

Phone: (865) 974-2611

Email: [writingcenter@utk.edu](mailto:writingcenter@utk.edu)

Web: <http://writingcenter.utk.edu/>

### Navigating Campus

**Campus Accessibility Map**The University of Tennessee provides an online, [interactive campus map](http://www.utk.edu/maps/) that includes accessibility features on campus. Some of the items included are paths and slopes, elevators, sidewalk closures, curb cuts, building entrances, parking spots, and video phones. Students may also view [planned elevator outages](http://fs.utk.edu/Notices/elevators.asp) on the UT website.

**Accessible Parking**

All vehicles must be registered with UT Parking and Transit Services and display the provided hang tag. Parking facilities on campus have marked handicap spaces. As of July 1, 2016, vehicles parked in a marked handicap spaces must display a state-issued handicap plate or hang tag *and* a UT accessible permit. Handicap plates/tags must be issued to the individual driving or being transported. Vehicles with displayed handicap plates/tags and UT accessible permits may also park in any marked unreserved parking space. This does not include any of the restricted/reserved lots. Students may find more detailed information about campus parking and transportation for those with disabilities [here.](http://parking.utk.edu/)

**Campus Transportation**

The University of Tennessee’s transit system, The T, provides students, staff, faculty, and visitors a safe, convenient, and efficient campus-wide transportation service. The service is fare-free for all passengers. All T vehicles are accessible to passengers with disabilities. Please refer to page 10 of this guidebook for information about the T: Access accessible shuttle program that provides on-demand, point-to-point service on UT’s main campus, Ag Campus, and UT facilities in the Fort Sanders neighborhood. Please visit the [T website](http://ridethet.utk.edu/) for current information on all scheduled routes and services.

**Public Transportation**

Knoxville Area Transit (KAT) is the City of Knoxville's transit system, operating buses, trolleys and paratransit service across the city. All KAT vehicles are accessible to passengers with disabilities. KAT also offers transportation options for persons with disabilities through their LIFT service. For those individuals who are unable to use KAT's fixed-route service, paratransit curb-to-curb service is available. Passengers must be certified by KAT to use this service. For additional information or a LIFT application, please visit the [KAT website](http://www.katbus.com/). Please also visit the [KAT website](http://www.katbus.com/) for current information on all scheduled routes, services, and fares.

### Emergency Preparedness and Safety

It is important for students to have an awareness of emergency and safety procedures for the UT campus. Students who may need assistance during emergency situations on campus are encouraged to obtain an Emergency Assistance Card from SDS. Students may use this card to communicate their need for assistance in the event of an emergency.

Students are also encouraged to sign up for the UT ALERT system, which is designed to enhance and improve communication to the campus community with information in the event of an emergency or campus closure. The goal is to use several different methods to deliver the message to the community as a whole for the word to spread.  The system is used for ongoing safety threats, emergencies, and severe weather events. Students may register to receive [UT ALERT messages](https://www.utk.edu/utalert/). Please visit the [Campus Safety website](http://safety.utk.edu/) for complete information on how to be prepared, stay safe, and whom to contact for assistance.

**University of Tennessee EEO/AA Statement/Non-Discrimination Statement**

*All qualified applicants will receive equal consideration for employment and admissions without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status. Eligibility and other terms and conditions of employment benefits at The University of Tennessee are governed by laws and regulations of the State of Tennessee, and this non-discrimination statement is intended to be consistent with those laws and regulations. In accordance with the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, The University of Tennessee affirmatively states that it does not discriminate on the basis of race, sex, or disability in its education programs and activities, and this policy extends to employment by the University. Inquiries and charges of violation of Title VI (race, color, and national origin), Title IX (sex), Section 504 (disability), ADA (disability), Age Discrimination in Employment Act (age), sexual orientation, or veteran status should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN  37996-3560, telephone (865) 974-2498.  Requests for accommodation of a disability should be directed to the ADA Coordinator at the Office of Equity and Diversity.*