New Student & Family Programs
Division of Student Affairs
EAST TENNESSEE STATE UNIVERSITY

2016-2017

Parent & Family Handbook

A publication of the
New Student & Family Programs
Division of Student Affairs
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Becoming the University of Choice

Our Vision
To become the university of choice in the region and the best regional university in the nation.

Our Mission
- Educate students to become responsible, enlightened, and productive citizens;
- Conduct scholarship that improves the human condition;
- Serve business, education, government, health care systems, and community; and
- Enhance the cultural environment of the region

Our Values
ETSU pursues its mission through a student-centered community of learning, reflecting high standards and promoting a balance of liberal arts and professional preparation, continuous improvement, and based on core values where:

- PEOPLE come first, are treated with dignity and respect, and are encouraged to achieve their full potential;
- RELATIONSHIPS are built on honesty, integrity, and trust;
- DIVERSITY of people and thought is respected;
- EXCELLENCE is achieved through teamwork, leadership, creativity, and a strong work ethic;
- EFFICIENCY is achieved through wise use of human and financial resources; and
- COMMITMENT to intellectual achievement is embraced.

Honor Code
ETSU is committed to developing the intellect and moral character of its students. To that end, all instances of plagiarism, cheating, and other forms of academic misconduct shall be punished in accord with Tennessee Board of Regents policy. Any knowledge of conduct of this nature should be reported to the proper authorities. Not reporting instances of academic misconduct represents a fundamental break with honor code policy, and although this offense is not punishable, reflects a callous disregard for the students, their classmates, and professors.
Dear Parent and Family Members:

I would like to welcome you to our campus and congratulate you and your family on making East Tennessee State University your "University of Choice." As a family member of an ETSU student, you should find the information in this handbook helpful in assisting your student in making a successful transition to campus life at ETSU; it has been designed to answer many of your questions. We appreciate the investment and sacrifice you have made to provide the opportunity for your student to receive a quality education at our institution.

Our mission is to "educate our students to become responsible, enlightened, and productive citizens through a student-centered community of learning reflecting high standards and promoting a balance of liberal arts and professional preparation." Your continued support and understanding of ETSU policy and procedures are vital to the achievement of these educational objectives.

The ETSU faculty, staff, and administration stand ready to help you. Please feel free to contact us.

Sincerely,

Brian Noland
President
**Introduction to East Tennessee State University**

**East Tennessee State University** opened on October 2, 1911, as East Tennessee State Normal School to prepare teachers for the public schools of the region. Twenty-nine students walked through the doors that first day of classes. Today, the university’s enrollment has surpassed the 15,000 mark, and ETSU focuses on becoming the best regional university in the nation.

Eleven colleges and schools meet the region’s diverse needs through more than 100 degree programs in the arts and sciences, business, education, health sciences, and technology. Governed by the Tennessee Board of Regents, ETSU is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award certificate, bachelor’s, master’s, educational specialist, and doctoral degrees in a variety of fields.

While teaching remains the top priority at ETSU, research is also an important mission. Designated by The Carnegie Foundation for the Advancement of Teaching as a “Doctoral/Research University-Intensive,” ETSU created a Research Foundation in 2002 the first for any state school in Tennessee.

Johnson City, ETSU’s hometown, is nestled in the Southern Appalachian Mountains. The city of 63,000 offers a wide assortment of restaurants, art galleries, coffee shops, cultural events, and outdoor activities. Within a short distance of the campus are the Appalachian Trail, Bristol Motor Speedway, and the snow skiing slopes of Western North Carolina. The 350-acre tree-shaded campus is also designated as a Tennessee Urban Forestry Council-certified arboretum.
2016-2017 University Calendar
Fall Semester 2016

Aug. 22  **First day of classes**
Last day to register or **add** classes without a departmental permit (Last day to register through GoldLink)

Aug. 28  Last day to **add** with a departmental permit (by 4:30 pm EST)
(permit from academic dept. - registration thru Registrar's, 102 Dossett Hall, 423-439-5584)

Sept. 2  Last day to **drop** a course without a ‘W’ grade (by 4:30 pm EST)

Sept. 5  Labor Day (*university closed*)

Sept. 6  Begin late **add** with dean’s permission only (*late add form and directions*)

Sept. 26- Oct. 2  ESPR grades due for undergraduate students only

Oct. 10 - 11  Fall Break (students only, no day/evening classes, university open)

Oct. 10  Last day to drop a course with a ‘W’ grade without dean’s permission

Nov. 23  Thanksgiving (*no classes*)

Nov. 24 - 25  Thanksgiving (*university closed*)

Nov. 29  Last day to **withdraw** from the university (by 4:30 pm EST)

Dec. 1  **Last day of classes**

Dec. 2  Study Day

Dec. 3 - 8  Final exams - Final Exam Schedule

Dec. 10  Commencement Ceremonies

Spring Semester 2017

Nov. 14  Registration by appointment only begins

Jan. 17  **First day of classes**

Jan. 23  Last day to change to/from audit grade

Jan. 23  Last day to register or **add** classes without a departmental permit (Last day to register through GoldLink)

Jan. 30  Last day to **add** with a departmental permit (by 4:30 pm EST)
(permit from academic dept. - registration thru Registrar's, 102 Dossett Hall, 423-439-5584)

Jan. 30  Last day to **drop** a course without a ‘W’ grade (by 4:30 pm EST)

Jan. 31  Begin late **add** with dean’s permission only (*late add form and directions*)

Feb. 23 - Mar. 1  ESPR grades due for undergraduate students only

Mar. 6 - 10  Spring Break (students only, no day/evening classes, university open)

Mar. 7  Last day to **drop** a course with a ‘W’ grade without dean’s permission

April 25  Last day to **withdraw** from the university (by 4:30 pm EST)

April 27  **Last day of classes**

April 28  Study Day

April 29 - May 4  Final exams - Final Exam Schedule

May 6  Commencement Ceremony

A full listing of academic and student activities can be found by clicking here.
Have a question, but don’t know where to find the answer? You can contact ETSU’s **Need Help Coordinator** through the following [website](#). It contains names, phone numbers, and email links for ETSU staff who can answer questions related to over 90 topics, from Advising and Babysitters to Veterans’ Programs and Weather Policies. Other helpful resources include:

**Advisement Resources Career Center (ARC)**  
Culp Center, 2nd Floor 423-439-8650  
Help or referrals for any problem

**ETSU Public Safety**  
Information: 423-439-4480  
Emergencies: 911
ETSU is committed to helping students reach their educational and personal goals. Services are available on campus to help your student meet the challenges of university life. Faculty and staff at ETSU encourage students to make full use of these services. That’s where you as a family member can help. If your student expresses anxiety about classes, has difficulties adjusting to roommates, needs assistance in a particular course, etc., encourage him/her to seek help.

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<th><strong>Student Organization Resource Center (SORC)</strong></th>
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## Visiting ETSU

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<tr>
<th>Hotel</th>
<th>Address</th>
<th>Phone Numbers</th>
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<tr>
<td>Carnegie Hotel</td>
<td>State of Franklin Rd.</td>
<td>(423) 979-6400</td>
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<tr>
<td>DoubleTree</td>
<td>North Roan St.</td>
<td>(423) 929-2000</td>
</tr>
<tr>
<td>Comfort Suites</td>
<td>Browns Mill Rd.</td>
<td>(423) 610-0010</td>
</tr>
<tr>
<td>Hampton Inn</td>
<td>State of Franklin Rd.</td>
<td>(423) 929-8000</td>
</tr>
<tr>
<td>Fairfield Inn</td>
<td>North Roan St.</td>
<td>(1-800) 228-2800</td>
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<tr>
<td>Holiday Inn</td>
<td>North Roan St.</td>
<td>(423) 282-4611</td>
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## Visitor Parking on ETSU Campus

When parking on the ETSU campus, please contact the Parking Services for parking instructions and a temporary parking permit. The Parking Services office is located on campus at 132 Stout Drive.

Visitors may park in any of the campus parking lots with a temporary parking permit obtained from Parking Services. There is no charge for this permit.

Please do not park in handicapped spaces or fire lanes. If you have a disability and need special parking, please contact the Parking Services office.

## Campus Map

An up-to-date map of campus, including printable versions, can be found online by clicking [HERE](#).

## Tobacco Free ETSU - Because We Care About Your Health

Effective August 11, 2008, East Tennessee State University became tobacco free. Smoking or other tobacco use is prohibited on the campus except in private vehicles.
Confirmation of Registration and Payment of Fees

East Tennessee State University does not send bills to students for their tuition and fees. The university has taken this step in order to increase operating efficiencies by making full use of available technology. Students make many changes during registration that affect tuition and fees. Often students add dormitory assignments and meal plans that affect their account balance. The university believes the best way for students to know their current financial obligation for the term is by viewing their account through GoldLink Online.

Students who need a printed copy of their account statement may print a statement from GoldLink Online after they have completed their registration.

What is Confirmation of Registration?
Confirmation of registration is the process of confirming your interest to attend the classes for which you enrolled and/or giving ETSU permission to apply any financial aid resources toward the payment of your fees. Students may begin fee payment/confirmation of registration after registration for classes. Tuition and fees are subject to change by the Tennessee Board of Regents.

Who must Confirm Registration?
1. All students planning to attend classes at ETSU must pay fees or confirm registration.
2. Students who have loans, grants, scholarships, state or federal vocational rehabilitation, or any other type of financial aid covering all fees must confirm registration on or before the due date for the term (see Pay Fees/Confirm Registration below).
3. Students who pay fees are considered confirmed when fees are paid.
4. Students with partial financial aid are considered confirmed when the balance is paid.

How students Pay Fees/Confirm Registration: 
1. Payment of fees due:
   a. By GoldLink Online
   b. By U.S. mail (Bursar, PO Box 70719, Johnson City, TN 37614)
   c. At the cashier windows (Room 202, Burgin Dossett Hall)
2. Confirm Registration:
   a. Payment in full either online via Goldlink or in person at the Bursar's Office
   b. Enroll in a payment plan via Goldlink
   c. Complete a ETSU Promise to Pay
   d. If receiving Veterans Benefits you must provide a Veteran Deferment

Withdrawal

Students who register at orientation and later decide not to attend ETSU must officially withdraw before classes begin. Students must contact the Office of the Registrar before the first day of the term enrolled. Students who fail to notify the registrar prior to the first day of classes will be responsible for paying the term’s tuition.
Deferred Payment Policy

Although all charges are due and payable in full at the beginning of each term, students in good financial standing at ETSU may request the deferment of up to 50 percent of their tuition, fees and housing for fall and spring semesters. The deferment of fees is not available for summer terms. To request deferred payment for fall or spring, go to www.etsu.edu, click on Goldlink, view student account, click on confirm registration, select deferred payment.

Eligibility:
• Minimum down payment of 50% of tuition, fees and dorm rent.
• No late payments in previous semesters.
• All financial aid received including student loans must be applied before deferment it allowed.
• Must select either the deferred payment plan or the housing installment plan.

Terms:
• Deferred amount is payable in two monthly installments.
  Oct 1 and Nov 1 for fall term
  Mar 1 and Apr 1 for spring term
• Payments are due whether or not you receive a reminder notice

Service Charges and Fines:
• $50.00 service fee each term due along with the 50% down payment on or before the registration payment deadline
• $25.00 late fee if paid after the 10th day of the month in which payment is due, late fee will be charged every 30 days to a maximum of $100.00.
• The University will withhold services including grades, transcripts, and future registration until all fees including late fees are paid in full.
• All existing rules and policies pertaining to returned checks, refunds, withdrawals, dropped classes, and collection costs are applicable to the deferred payment policy
Academic Information

Academic Standards
Dean’s List:
To qualify for the Dean’s List an undergraduate student must meet the following criteria for the term:
1. Earn no grade below ‘B’ - in any course taken that term.
2. Pass a minimum of 12 credits (excluding audits, incompletes, repeats, and pass/fail).
3. Achieve a minimum GPA of 3.5000 for the term in applicable courses.

Academic probation occurs when a student is unable to attain a cumulative grade point average (GPA) at or above the required level indicated below. The semester after the student does not meet these standards he/she will be placed on probation. If the student does not meet the cumulative GPA standard or a 2.0 semester GPA at the end of the next semester, he/she will be suspended a major term (spring or fall semester). If you earn a 2.0 you will not be suspended but will remain on probation until the retention standards are achieved (see retention standards below).

Indefinite Academic Suspension
On the second (or subsequent) suspension for failure to meet academic retention standards, the period of academic suspension is for two semesters or longer and requires that the appeal procedure for reinstatement be followed.

Re-enrolling at ETSU after serving a period of suspension will require the completion of an application for readmission. Enrolling at another institution during a period of academic suspension will result in being required to meet the transfer admission requirements for readmission to ETSU.

For Baccalaureate programs the retention standards are:

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<th>Score Range</th>
<th>Minimum GPA</th>
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<td>0-29</td>
<td>1.4</td>
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<td>29.1-45</td>
<td>1.7</td>
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<td>45.1-59.9</td>
<td>1.9</td>
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<tr>
<td>60+</td>
<td>2.0</td>
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Academic Support Services
The Center for Academic Achievement (CFAA) is located on the first floor of the Sherrod Library, and is the place to go for help/tutoring with: writing and speaking, library research, math, sciences, and other subjects. The center offers tutoring on a walk-in and appointment basis and is open during library hours, including nights and weekends.

Student Support Services provides eligible students with free individual peer tutoring, mentoring, academic/career/personal counseling, and college survival skills. This is a federally funded grant program, which was established to serve students who are first-generation college students and/or income eligible and/or have a documented disability. We have two unique programs, NEXUS and FOCUS, designed to help students through the maze of entering college, making career decisions and graduating. We can provide students with the academic and counseling services needed to get the most out of college.
Advisement

Advisement at ETSU is a continuous interactive process between an advisor and student which facilitates the development and achievement of the student’s overall goals. Advisement is a distinct part of a student’s educational experience provided by ETSU as a service. Advisors routinely contact students regarding academic alerts which instructors submit, mid-term grades, course scheduling and progress toward degree providing information, recommendations and referrals.

All students have an advisor and should confer with their advisor each semester. In fact, ETSU requires most students consult with an advisor before registering each semester. The following students must be advised before they are able to register each semester:

- All students who have less than 60 earned credits are required
- Students who have not declared a major
- Students required to complete Learning Support (in Reading or Writing) are required to see an advisor in the University Advisement Center located in the Advisement Resources Career Center (ARC) on the 2nd level of the D.P. Culp Center (423-439-5244).

*Note: students who are only required to take Learning Support in Math will be advised by their major advisor.

These guidelines are the minimum advisement requirements. Some colleges and departments may have additional advisement requirements. Students should consult with their academic department or advisor to determine their advisement requirements.

Class Load

In order for a student to anticipate graduating in the traditional four year time frame, a course load average of 15 credit hours per semester is strongly recommended. Students are considered Full Time with a course load of 12 or more credit hours per semester; Full Time students are eligible for financial aid. The maximum course load is 18 hours per semester, but with permission can be increased to an overload of 21 hours per semester.

Confidentiality of Student Records

In accordance with the Family Educational Rights and Privacy Act of 1974, student education records are confidential; consequently, access to records is restricted. Education records are defined as those records that are directly related to the student and maintained by an educational institution or by a party acting for the institution. The University may release directory information such as the student’s name, address, telephone number, date of birth, major field of study, dates of attendance, participation in officially recognized activities and sports, weight and height of members of athletic teams, degrees and awards received, and the most recent previous educational institution attended, unless the student declares otherwise. A student may file a form in the Office of the Registrar to restrict dissemination of the above information. All other information, including grades, is considered to be confidential and will be made available only to the student and to authorize university personnel.
**General Education Core**

East Tennessee State University’s faculty and staff believe every student should experience certain benefits of an undergraduate education, regardless of his or her chosen field of study.

ETSU’s general education program aims to enable and encourage students to:

- apply the standards of reasoned argument to what they read and hear, write and say;
- engage in lifelong learning and personal growth;
- gain greater insight into their lives and the world in which they live;
- resolve conflicts nonviolently and solve problems creatively, often in collaboration with others;
- appreciate cultural diversity and respect people with viewpoints different from their own;
- be responsible, enlightened, active citizens in their communities and the world beyond their communities;
- Find joy, meaning and fulfillment in their lives and help others do the same.

To gain these benefits, students need a foundation of skills and knowledge which they can apply at work, in their personal lives, and in their communities. By successfully completing ETSU’s general education requirements and other graduation requirements, students enhance their proficiency in reading, writing, oral communication, mathematics, and using information technology. They become acquainted with ideas, information and modes of inquiry which they can draw upon in every area of their lives. In addition, students learn how to perceive relationships between different fields of study.

For information about general education course requirements and graduation requirements, see the [catalog online](#).
Grading System at ETSU
Grades are accessible via GoldLink.

Grade Points
A  4.0
A- 3.7
B+ 3.3
B  3.0
B- 2.7
C+ 2.3
C  2.0
C- 1.7*
D+ 1.3*
D  1.0*
F  0.0

Grades That Do Not Influence Grade Point Average
P - Pass. No grade points; degree credit hours. (See Undergraduate Pass/Fail Policy.)
Cr - Credit. No grade points; degree credit hours. Used to record credit established by
nontraditional means (See Advanced Standing.)
I - Indicates a passing grade at the end of a semester, but an important part of
course was not completed, e.g., term paper, outside reading, etc. (See section on Incomplete Grades.)
Au - Audit. (See section on Noncredit-Audit.)
W - Withdrawal. (See Drop/Add and Withdrawal Policies.)
WF - Withdrawal Failing. (See Drop/Add and Withdrawal Policies.)

GoldAlert

This emergency text messaging service will only be used in the event of an emergency and
twice annually for testing. Examples of emergencies include school closures due to inclement
weather, emergency situations that threaten campus safety, and severe weather events such
as a tornado.

The GoldAlert emergency text messaging service is one component of the university’s mass
notification system. It serves to complement the campus warning sirens, web page alerts, and
campus-wide mass e-mail notices. We strongly encourage all students, family members,
faculty, and staff to enroll in this service. For more information, click HERE.
ETSU Dining Services offers a variety of dining options throughout campus. ETSU Dining offers nationally recognized brands such as Quiznos, Chic-fil-a, Subway, Einstein Bros Bagel and Starbucks along with an all-you-care-to-eat residential restaurant. With convenience in mind, locations are strategically placed on campus and hours of operation are established to fit students’ lifestyles. From early morning breakfast and afternoon snacks to late night munchies we are here to serve students!

**Meals Plans**
Beginning this fall, we are introducing the new Anytime Dining Meal Plan Program. All students will receive information regarding the Anytime Dining Meal Plans via their ETSU email account throughout the summer and special sessions will be available at all the summer orientations. Information is available on the Housing and Residence Life [website](#).

All new entering freshmen (30 earned credit hours or less) who live on campus, except for freshmen living in the Buccaneer Ridge Apartments, will be automatically enrolled for a 7 Day Silver Meal Plan with an option to upgrade their plan. A choice of plans will be available for residential and commuter students.

In order to meet your campus dining needs, we have designed the following meal plans for the 2016-2017 academic year:

**Traditional Plans**

**Anytime 7 Day Platinum Meal Plan *Best Value***
This includes unlimited access to Marche-style (unlimited seconds featuring display cooking and made-to-order foods) dining in the Marketplace Dining Commons seven days a week and the Tree House during all operating hours. This meal plan includes ten (10) guest meal passes, and $400 dining dollars which can be used in retail dining locations. Students will have the ability to buy additional dining dollars throughout the semester, if they wish to do so.
Anytime 7 Day Gold Meal Plan
This includes unlimited access to Marche-style (unlimited seconds featuring display cooking and made-to-order foods) dining in the Marketplace Dining Commons seven days a week and the Tree House during all operating hours. This meal plan includes eight (8) guest meal passes, and $200 dining dollars which can be used in retail dining locations. Students will have the ability to buy additional dining dollars throughout the semester, if they wish to do so.

Anytime 7 Day Silver Meal Plan
This includes unlimited access to Marche-style (unlimited seconds featuring display cooking and made-to-order foods) dining in the Marketplace Dining Commons seven days a week and the Tree House during all operating hours. This meal plan includes four (4) guest meal passes, and $100 dining dollars which can be used in retail dining locations. Students will have the ability to buy additional dining dollars throughout the semester, if they wish to do so.

Commuter Plan

Anytime 5 Day Meal Plan
This plan is for residents living in Buc Ridge Apartments or commuter students. This includes unlimited access to Marche-style (unlimited seconds featuring display cooking and made-to-order foods) dining in the Marketplace Dining Commons five days a week and the Tree House during all operating hours. This meal plan includes four (4) guest meal passes, and $100 dining dollars which can be used in retail dining locations. Students will have the ability to buy additional dining dollars throughout the semester, if they wish to do so.

Dining Dollars
You may add additional Dining Dollars to your account at any time throughout the year. Dining Dollars work just like a debit card. Every time you use your ID card at any dining location, the amount will automatically be deducted from your account. You don’t have to worry about carrying cash on campus anymore! You may purchase additional dollars simply by clicking on the ‘Shop Now’ tab and then making your selection directly through our website.
Housing Information

The Department of Housing and Residence Life offers not only a room to sleep in, but also a community to grow in, leadership positions to excel in, and programs to learn and laugh in. We believe that our obligation to student growth does not stop at providing a bed, but extends into helping our students do well in their classes and in their lives.

On-Campus Housing
ETSU Housing – investing in your success.

Benefits
• Convenience to parking, library, computer labs, student services and academic buildings
• Opportunity to experience the feeling of a small community within the larger university setting
• Accessibility to campus social life, recreation, athletic events, and community events
• Affordability of amenities, such as cable TV, Wi-Fi, Residence Life Cinema, in-hall laundry facilities, and furnished rooms
• Involvement in student clubs and organizations
• Community where students meet and develop life-long friendships with a diverse group of individuals

Housing Choices
ETSU offers a variety of convenient, safe, attractive, and affordable options in on-campus housing. Options include single sex and co-educational floors/halls. We offer a variety of facility styles, such as traditional, suite, hotel, efficiency apartments, and apartment style, as well as full-service two-bedroom apartments in Buccaneer Ridge Apartments. One bedroom or single efficiency apartments in Phase 5 of Buccaneer Ridge are available for married and graduate students. Rent is payable on a per-semester basis and may be paid by deferred payments through the Financial Services Office, if the student qualifies.
Residence Halls
The rooms in the residence halls are double or single occupancy. All residence halls and apartments are equipped with cable TV, data jacks, and Wi-Fi. They are furnished with twin beds, closets/wardrobes, chairs, desks, mini-blinds, and drawers for storage. Laundry and kitchen facilities are available in all halls, except Governors Hall which does not have kitchens. All entrances to halls are locked 24 hours/7 days a week. Students must have their ID card to gain entrance.

Residence Life
Residence Life - Providing leadership experiences and personal development opportunities for a lifetime. Residence life offers the ETSU student a variety of unique opportunities to grow and become part of the on-campus community. By living with a group of diverse people, your student will learn to understand and appreciate many different points of view and to form friendships that can last a lifetime. Your student will also be in an excellent position to take full advantage of all that ETSU has to offer! Approximately 2,800 students at ETSU enjoy the benefits and convenience of living on campus, making for a “small college atmosphere” in a larger university setting.

Living-Learning Communities
At ETSU, we want our students to succeed both in and out of the classroom and to become an active member of the campus community. Our intentionally designed living-learning communities give your student a chance to live together with students who share common interests and passions and take the experience of living on campus to another level!
The East Tennessee State University Department of Public Safety is a professional law enforcement agency dedicated to the protection of East Tennessee State University and its diverse community. The Department is led by Police Chief Jack Cotrel, as he and his force of twenty officers and six dispatchers serve the campus community.

**Mission of the Department**
To Provide for the overall safety and security of the University community and its properties in order to maintain an environment as favorable to academic excellence as possible.

**Strategy for Fulfilling Our Mission**
- Deliver superior law enforcement services with integrity and pride
- Respect and safeguard the dignity and rights of all individuals
- Demonstrate respect toward the people we serve and one another to maintain an environment of trust
- Develop partnerships with all segments of our community through effective communication and collaboration
- Carefully select and maintain a well-trained, educated, and professional staff
- Accept individual responsibility and accountability for our actions

**Enforcement Authority**
East Tennessee State University Public Safety Officers are Commissioned Police Officers pursuant to TCA 49-7-118, and the Tennessee Board of Regents (TBR) Policy No. 5:01:07:00. Commissioned Public Safety Officers have all of the police powers necessary to enforce all state laws, as well as rules and regulations of the TBR. They are also Tennessee certified firefighters and are first responders to any on-campus fire emergency. Public Safety Officers may exercise their authority on all property or facilities owned, leased, or operated by the TBR and the University, including any public roads or rights of way which are contiguous to or within the perimeter of such facilities or properties.

**Working Relationships with Outside Authorities**
ETSU Public Safety maintains a strong cooperative relationship with the Veterans Affairs Police Department (VAPD) and other local, state, and federal jurisdictions. Some branch campuses are under the jurisdiction of other local municipalities and a cooperative relationship is maintained in all cases.
East Tennessee State University students enjoy the benefits of a modern health care service. Clinic services are available to all currently enrolled students. The professional staff includes nurse practitioners, registered nurses, and mental health professionals.

Location: Room 160, Roy Nicks Hall  
Phone: 423-439-4225.  
Hours: Clinic office is open 8:00 – 4:30 Monday through Friday

**Appointments:** Students are advised to call Student Health Services to schedule an appointment with a nurse practitioner or a nurse visit. Students unable to be seen on a same-day basis will be offered several other options including an evaluation by a Registered Nurse, an appointment the following day, or referral to an off-campus urgent care facility. Students who fail to show up for any scheduled appointments will be charged a non-refundable no-show fee of $20. A valid ETSU photo ID is required to receive clinic services.

**Cost:** Currently enrolled students are not charged for consultation visits (an office visit) to be seen by a provider in the clinic. Student Health will file the student’s personal insurance. If the student is uninsured, students may pay their charges with cash, check, credit card or ID Bucs. Students without insurance may request assistance to sign up for insurance, or they may complete the Sliding Fee schedule application.

**Health Insurance:** It is very important that students and their parents understand that the cost of hospitalization, accident care, laboratory and x-rays, surgery and other care provided by hospitals or urgent care facilities is their responsibility. ETSU assumes that students are covered by their parents’ plans or have made arrangements to have their own insurance policies. Students should carry their insurance card with them in case of a medical emergency and bring their insurance card with them to their Student Health appointment for insurance to be filed. Insurance is available on the ETSU Student Health [website](#).
Parents and family members face real challenges as their student transitions from high school to college. Whether the student plans to live in the residence halls or continue to live at home, big changes will occur for both students and their families. Prior to starting classes, most families will want to discuss expectations in four basic areas.

**Communication**
Communication will change as students become college students. What are your expectations of your student about how and when they will communicate with you? Will you phone each other, will they call when they need you, will you have a set time to call them or make other arrangements? Will you e-mail each other? If so, how often do you expect a message? Students living at home will also need to have this discussion, because the hours they keep as college students may not allow the previously established communications system to work. What is important is that you talk with each other about your expectations. Does “a call anytime” in your mind mean before you go to bed at 10:30 p.m. while your student thinks a 3 a.m. call is okay?

**Finances**
Finances are very important to discuss. Students with financial concerns are “at risk” for being a successful student. Clarify as many issues related to money as you can before the issue actually arises. Some lessons in balancing a checkbook, budgeting over longer periods of time than one week and some understanding about the pitfalls of credit cards are usually needed. In addition, discussions about allowable expenses and how often in a semester the “I am broke, please send money” request will result in a rescue are helpful. Students can manage their money if expectations are clear and they understand the basics.

**Academics**
Academics need to be discussed because many students will need a different perspective about grades. The average studying student may have to spend much more time in preparation than he/she did in high school and maybe challenged to keep the same grade point average. Some students have never made a C before. While it is important to get off to a good academic start, rather than focusing only on grades, it is advisable to talk about expectations concerning regular class attendance, reading assignments, studying, seeking tutoring if needed and preparing for tests. “Do your best” needs to be defined in different terms than high school. What do you expect your student to do if they get into academic difficulty in one or more classes?

**Values**
Values can change significantly as students become more and more independent. What are your values on critical issues such as alcohol, illicit drugs, sexuality, and other issues you may not have openly discussed? Open discussion at this point in time can allow your student to understand your values and know that you are open to discuss these issues with them, even though you are probably not going to change your expectations. Often it is helpful for students to hear that parents have given them the tools to handle critical issues they will face and know they have confidence in the student’s ability to make good decisions.

Obviously, the important aspect of all of these discussions is to express expectations, open communication channels and establish a point of reference when concerns arise.
Research Indicators of Successful Students

Successful college students are those that pursue and obtain their degree. Research on successful students provides us with a guide for helping our students. As a parent, keeping these factors in mind can help guide your conversations.

**Have a Goal of Graduating**
Successful students have set the goal of obtaining a Bachelor’s degree or higher. The higher the degree one aspires to the more likely one is to graduate with the first degree. A successful student can tell you their goal of graduating, and it is even better if they include a time frame with a specific major area identified.

Being an undeclared major is fine as long as the choice is an active decision making process and not an escape. Encourage your Undeclared major to be actively working on becoming clear about their declaration.

**Maintain College as the Number One Priority**
Working is positively correlated with successful students particularly when the hours being worked are limited to 15 or 20 hours per week and preferably when the work is done on the campus. The pitfall many students fall into with work is gradually adding hours to their work schedule thereby decreasing the hours spent on school tasks.

Often poor money management results in increased hours at work. Students often report working extra hours to pay for cars, car insurance, and other expenses. If the expense is so great as to require extra work hours then school suffers. Credit card debt is another distraction of significance among college students. It is easy to get into trouble and hard to reduce the debt. Students often have to take a semester off to work and pay off their credit card debt before returning to school.

**Be Involved**
Student involvement on campus correlates with student success. Involvement helps students keep school as the priority in their lives and enhances the importance of degree attainment. Being involved means being on campus actively doing something and fitting in generally. Being a resident student helps with this aspect.

Peers relationships help students be happy and have fun. Successful students have positive peer relationships and these relationships promote success.

Involvement with activities, organizations, service learning and volunteering provides another important connection to the campus and the community. Leadership skills are learned in these areas and translate as valuable experience for the world of work. Students who are involved in these areas are more likely to be successful.

**Take Pride in ETSU**
Successful students are proud of ETSU and are excited to be a part of this great institution. Taking pride in ETSU means making your contribution to ETSU while pursuing your degree. Successful students look forward to representing ETSU as an alumnus in the future. Simply put, it is difficult to do your best if you think the institution is not “the best”.

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A 4-Step Program
With all due appreciation to author Charles Dickens, the title “Great Expectations” is also most appropriate for this topic. As parents, you expect your son or daughter to graduate from college and have a happy, successful life. We expect that too. However, achieving that end result will be easier for your student if the steps below are chosen as part of the college experience. By the way, these steps are not hunches. They are verified by local and national research studies on successful college students. How can you help your student make these choices?

Step 1. Go to class regularly. Ask your student about their classes, books, assignments, exam dates, etc. Do they know the names of their professors? Grades are not everything, but they are important.

Step 2. Make friends on campus. Ask about other students in their classes, do they know their names? Has your student joined any student organizations? Has the student attended any student organization meetings or programs? College can be lonely if students rely only on their circle of high school friends. Is your student choosing to attend functions at their former high school or to spend a large amount of time with high school friends? This is a warning sign that your son or daughter is not making friends on campus.

Step 3. Get to know the faculty and administrators. This happens not only in class, but also through involvement in student organizations and participation in campus programs outside of class. Ask those same questions in Step 2.

Step 4. Take advantage of all campus educational programs. That resume has a lot of space to fill after the name of your degree is added. ETSU offers many ways to get experience in both for-credit and non-credit programs. A “short” list includes student organization involvement, honor society memberships, service-learning courses, community service programs, internships, leadership courses, leadership seminars, student leadership positions, student governing and programming groups, etc. Ask your student frequently about his/her campus involvement.
New Student & Family Programs maintains an online newsletter exclusively for parents and family members of ETSU students. This newsletter contains fresh articles from directors of Student Affairs departments, graduate assistants, and students themselves. It is the best way for families to keep up-to-date with the happenings at the university and the best way to learn about opportunities for involvement in their student’s college education. The newsletter is released half-way through each semester, previous editions and can be found online at the New Student & Family Programs website.

Additional Reading

In Addition to Tuition: The Parents’ Survival Guide to Freshman Year of College; Marian Edelman Borden, ET. Al.
Almost Grown: Launching Your Child from High School to College; Patricia Pasic
The Real Freshman Handbook: An Irreverent & Totally Honest Guide to Life on Campus; Jennifer Hanson
101 Things a College Girl Should know, from a Big Sister Who’s Been There; Stephanie Edwards
College Survival (4th Ed); Greg Gottesman
Empty Nest...Full Heart: The Journey from Home to College; Andrea Van Steenhouse, Johanna Parker
When Your Kid Goes to College: A Parent’s Survival Guide; Carol Barkin
Parenting Through the College Years: From Application to Graduation; Norman Giddan, Sally Vallongo
Chicken Soup for the College Soul; Jack Canfield, Mark Victor Hansen, Kimberly Kirberger, Dan Clark.
A BRIEF GUIDE TO COMMONLY USED (and often misunderstood) University Acronyms, Phrases, and Miscellaneous Jargon (See Undergraduate Catalog for Additional Information)

**Academic Advisor** - A faculty or staff member of the academic department to which a student is admitted. The advisors are available to assist students with academic counseling and scheduling of classes.

**Academic Common Market** - An interstate agreement among southern states for sharing in common academic programs. Out-of-state students who qualify in specific programs pay in-state tuition.

**ACT** - American College Testing Program offers a test prior to admission

**ACTS** - Adult, Commuter and Transfer Services (See Student Services section)

**Advisement Records** - Are confidential and usually consist of grade reports, any previous high school or transfer work, and a record of the meetings with the student’s advisor.

**APS** - (Academic Performance Scholarship) Scholarship awarded through the Financial Aid Office.

**ARC** – Advisement Resources and Career Center (See Student Services section.)

**Associate Degree** - The degree given for completing undergraduate college programs of at least two but less than four years of study. These degrees usually focus more upon occupational training with fewer general education requirements.

**Audit** - Course taken for non-credit.

**Bachelor’s Degree** - The degree given for completing undergraduate college programs that normally take at least four years. These degree programs require a broad curriculum in a number of disciplines and most require an area of concentration (major).

**Building Codes** - University building abbreviations.

**Bursar** - The Bursar’s Office normally collects and credits all fee payments and disburses (pays out) any financial aid. Should you owe the school any money; you would be put on a checklist by the Bursar and not allowed to register until the debt is paid.

**Catalog** - The catalog is the official publication of the university. The catalog is an “a” to “z” academic resource updated each academic year. It contains detailed information about academic majors, degree programs, academic colleges, academic regulations, financial aid, student advisement, and other important information.

**Classification** - Level of progress toward the bachelor’s degree. An undergraduate student is classified as Freshman, Sophomore, Junior, or Senior, depending on the number of semester hours completed and grade points earned.

**CLEP** - (College Level Examination Program) Tests which determine the extent of a student’s knowledge in a particular subject area. These tests are used to award college credit in certain subject areas.

**College** - Administrative unit of the university, housing related departments and majors.

**COMPASS** - Computerized test required for some students to determine placement in Developmental Studies courses. (See Undergraduate Catalog for guidelines or contact the University Advisement Center at 423-439-5244.)

**Concentration** - a specialized area of study within a major.

**CO-OP** - A program whereby students may work in a field relevant to their career while earning academic credit.

**Core** - Sequence of courses chosen from various subject areas which are required of all students as part of their undergraduate program. The program is designed to help students
acquire a broad base of knowledge and capabilities fundamental to the concept of a university education.

**Course** - A specific subject of study.

**Course ID** - The subject abbreviation, catalog number, and section number of a particular course.

**Credit Hours** - Value placed on a course used in computation of GPA and generally accepted amount of classroom/lab contact time.

**Curriculum** - The whole body of courses offered by the college, or by one of its divisions or departments.

**D2L (Desire to Learn)** - ETSU's course management system for creating and teaching both online and web-enhanced courses.

**Day Codes** - M=Monday, T=Tuesday, W=Wednesday, R=Thursday, F=Friday, S=Saturday, TR=Tuesdays and Thursdays

**Department** - An organizational unit representing a discipline or related disciplines.

**Discipline** - (or Area of Study) an area of study representing a branch of knowledge.

**Drop/Add** - (schedule change) adding a course/dropping a course (Registrar's Office).

**Elective** - A course not specifically required for a particular major or minor.

**Encumbrance** - (Hold) Registration blocked for students having outstanding academic, financial or judicial obligations at time of registration.

**ETSU 1020** - a seminar class for first year students with an aim to help students in their transition to ETSU

**ETSU at Kingsport** - ETSU's Kingsport campus.

**Exit Exam** - A mandatory exam required prior to graduation. Results are used for gathering statistical data.

**FERPA** - (Family Educational Rights and Privacy Act) Protects the student’s right to privacy.

**Full-time student / Standard Load** - 12 credit hours or more/16 or 17 credit hours.

**FWSP** - (Federal Work Study Program) On-campus student work positions available only if you qualify through the Office of Financial Aid.

**GED** - (General Equivalency Diploma) high school equivalency diploma.

**Greeks** - Members of sororities and fraternities.

**GoldLink** - ETSU's online system for class registration, fee payment and viewing grades.

**General Education Core** - see Core.

**GPA** - (Grade Point Average) Quality Points Earned/Quality Hours Earned.

**Grade Points** - Numerical values assigned to letter grades based on a four-point system.

**Grants** - Awards that you do not have to pay back.

**Hold** - See encumbrance

**ID card** - ETSU identification card.

**Incomplete** - A grade of an “I” is assigned if a student is passing a course at the end of the semester, but due to extenuating circumstances is unable to complete all course requirements; student and instructor should complete an Incomplete Grade Report form.

**Major** - The academic area in which a student chooses to place principal emphasis.

**Meal Plan** - A program established by food service to purchase meals on a pre-paid basis.

**Minor** - Secondary area of study.

**Part-Time** - Students registering for less than a full load (fewer than 12 hours a semester) are considered part-time.

**Pell Grant** - A direct grant from the federal government based on financial need.

**Perkins Loan** - A federal loan program whereby students may borrow a long-term, low-interest loan.

**POLO** - The Preview and Orientation Leader Organization whose members lead students through orientation and Preview activities
Post Office Boxes - Located on the 1st floor of the Culp Center, required for residence hall students.

Prerequisite - A requirement which must be met before a particular course can be taken.

Purge - Cancellation of course registration because of failure to pay fees or confirm financial aid by appropriate payment deadline.

Registration Guide – A printed information guide containing information regarding registration, advisement, fee payment and deadlines, and other important dates on the academic calendar. Also see Schedule of Classes.

Registrar - The Registrar’s Office keeps a record of your college transcript, the courses you register for, and the grades you receive. It is the office that is in charge of actually registering you for classes each term. If you must drop or add a course, see the Registrar immediately in room 101 of Dossett Hall.

Retention Standards - the grade point average a student must maintain to avoid suspension from the university. The GPA will vary according to the number of quality hours a student has earned.

RHA - (Residence Hall Association) Governing body of the Residence Halls.

RSWP - (Regular Student Work Program) a campus work program for students who may or may not qualify for financial aid that allows students to work up to 10 hours per week.

SAR - (Student Aid Report) a federal ‘output’ document sent to a student by the Department of Education’s Central Processing System in response to the Free Application for Federal Student Aid.

SAT - (Scholastic Aptitude Test) a test offered prior to admission.

Schedule - The listing of courses for which a student is enrolled during a semester or summer term.

Schedule of Classes - Available online, the Schedule of Classes contains a listing of all courses offered for a specific term. Also see Registration Guide.

Scholarships - Private monies from corporate or special interest groups.

Semester Hour - A measure of academic work completed satisfactorily. Ordinarily, one credit hour is given for one hour of class attendance a week for the period of a semester. In some courses, however, such as laboratory courses, two or three hours of attendance a week are required to earn one credit hour. Most courses are worth three credit hours.

Semesters vs. Quarters - Most higher education institutions divide the school year into either two semesters (approximately 16 weeks in length) or three quarters (approximately 11 weeks) excluding summer.

SGA - Student Government Association

Sigi3 - A computerized career information system located in the Peer Career Center in the ARC to assist students in exploring interests, abilities, and personality types, as well as choice of career and academic major.

Standard Class Times - The time of day classes meet.

Syllabus - An outline or other brief statement of what a professor expects to cover for the entire semester. It will often include an exact schedule of assignment due dates, test dates, grading system, and any issues a professor wishes to make absolutely clear.

Syllabus Attachment - A document containing important information for students, such as academic dates, policies, and various academic resources. (Web address: http://www.etsu.edu/reg/academics/syllabus.aspx)

1040 - Federal Income Tax Form

Transcript - An official copy of a student’s academic record, showing courses completed, grades, and credit earned, and other data concerning the student.

TELS - (Tennessee Education Lottery Scholarship) Financial assistance for qualified Tennessee residents. See www.state.tn.us/tsac for details.
**TBR** - (Tennessee Board of Regents) Governing board for ETSU, sixth largest higher education system in the country.

**Undeclared Major** - (UDEC) a student who is undecided about his/her major. Students see University Advisement Center in the ARC for advisement.

**Undergraduate** - A college or university student who has not received a bachelor’s degree.

**Withdrawal** - Termination from all classes for the term (Registrar’s Office).

**Work Study** - Gives you a chance to work and earn the money you need.