

## Welcome

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We are proud to welcome you to East Tennessee State University. We look forward to your being on campus. The New Student Handbook portion of this agenda introduces you to the campus, describes services offered, and gives some helpful hints on how to make your transition to college a little easier.

Our primary interests are to aid your transition to campus and to enhance a successful college career. In the handbook you will find information on paying fees and receiving financial aid. You will learn how to better understand university "jargon" and how to make your orientation experience a success. At the back of the handbook is a checklist. Look this over and make sure that everything has been taken care of before you return for classes.

For those of you who have access to the Internet, additional information about university resources, student services, and academic schedules can be accessed at <http://www.etsu.edu>.

If you would like to provide feedback regarding this document, please sent it to our email address [orientation@etsu.edu](mailto:orientation@etsu.edu).

<b>This organizer belongs to:</b>
Name: _____
Address: _____
Phone: _____
E-mail: _____

## **Get Involved!**

What does the research on successful college students tell us about involvement?

Students who get involved in meaningful experiences both in and out of the classroom tend to achieve better grades and are more likely to stay enrolled and graduate, and the first year is likely to determine the patterns students will follow for the next several years in college.

So take time to explore the many wonderful opportunities that are here for you at ETSU. Whether you are interested in joining a student organization, playing rec sports, participating in community service, understanding the basics of advising, or exploring career possibilities through internships, this planner can serve as your guide. Use the information to take an active role in your academic and social life here at ETSU. You'll be glad you did!

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## How to Have a Successful Orientation Experience

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We want you to be able to accomplish a number of things while you are on campus today. Among those are getting your student ID card, registering for classes, taking care of housing, financial aid, and food service needs, and getting to know the faculty, staff, and students of East Tennessee State University. Follow these simple steps and your orientation experience is bound to be one to remember:

- **Attend ALL sessions.** Each session was specifically designed to assist you in your transition to campus life. We would hate for anyone to miss out on information he/she needs.
- **Ask questions.** You can help to make your time here today more successful by asking questions. Making sure your questions are answered before you leave campus will assure you a more comfortable trip home.
- **Listen carefully and take notes.** You will receive a great deal of information while at orientation and we realize it is impossible to remember everything. We encourage you to take notes during the sessions.
- **Look over the materials in your packet.** It is impossible to cover every topic and every detail you need to know today. Take time to look at the materials supplied to you.
- **Get to know people in your sessions.** Most of the groups are divided by some common factor: first-time students, transfers, adults, majors, etc. These people could be a great asset in the future.
- **Keep this handbook.** Be sure to keep this and all other ETSU materials and correspondence together in a safe location.
- **Have fun!** We realize there is a lot of information being covered and, at times, it may become overwhelming. Take time to enjoy your visit to the campus and to get to know the staff and students.

If, at the end of orientation, you still have questions or you are not content with your schedule of courses, find an ETSU staff member and he or she will be happy to help. We want you to leave campus satisfied and excited about returning for classes.

## Steps to Academic Success

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**Read everything you are given.** When ETSU gives you information to read you must read it. You will be held responsible for knowing policies, dates, and deadlines. Lack of awareness of expectations is not an acceptable excuse for not fulfilling them. Be sure to check your university email account regularly.

**When should I buy books and what should I buy?** Buying books early means you might pick up some used books and save lots of money. On the

other hand, buying new books means that you don't have to see someone else's highlighting. You must keep your receipt to be able to return a book.

**Establish a Relationship with your advisor.** All students have an advisor and should benefit from meeting with their advisor on a regular basis. Consult with your advisor before making decisions that may affect your academic progress and success.

**Don't cut class.** Each hour of class costs you about \$55 for tuition, books, room, board and transportation (not to mention lost earnings). Each class you cut is like throwing a fifty dollar bill in the trash. Not only will you be throwing money away, you will also be losing points on your final grade. An "A" will soon become a "B", a "B" will soon become a "C." You get the picture.

**Sit up front and center.** A 10-year study by sociologist E.J. Walsh and Howard Schuman discovered that the highest grades come from the first three rows. Be on time for class!

**Manage your time – don't cram for tests or assignments.** Use your planner! Fill in exams and major assignments. Look at the calendar *daily*. By setting priorities a day at a time and setting short-term goals a week at a time, you will get through your workload and still be able to include time for yourself as one of your priorities. Learn to say "No" or take "rain checks" when your load gets too heavy.

**Take comprehensive notes - don't be lazy in class.** If a professor has taken the time to present specific material in class, you can bet the professor believes that material is important enough to test on. Many times this material is not in your textbook. The *only* way you will learn this material is to take copious notes.

**Ask for help when you need it. Don't wait till it's too late.** It's early in the semester and you bomb a test. What do you do - - *Get help now!* University Tutoring Services offer *free* tutoring in most of the core courses. Several departments provide study lounges with professors' offices just a few steps away. Keep a list of your professors' office hours. Don't hesitate to make appointments with them.

**You are an adult and will be treated as one. "Spoon-feeding" is not practiced at ETSU.** This is not high school. No one is going to take you by the hand and tell you what you need to do. But when you seek us out, we will bend over backwards to help you succeed. We expect you to know your catalog and other policy statements. You must learn to read what we give you, mail you, or email to you. You will be held responsible for your choices and decisions. Make them wisely.

**Find a mentor.** A mentor can be defined as a trusted counselor or guide or coach. This is a person you would like to emulate personally and/or professionally. This person believes in you too. (S)he can be a professor, administrator, neighbor, business associate, friend or relative. (S)he can help keep you on the right track as you progress through college and your future career.

**Get involved in an activity or organization outside the classroom.** Involved students complete their degrees at a higher rate. These activities also provide valuable leadership experience for future roles. A large part of the college experience takes place outside of the classroom.

**Be patient with yourself.** No one has ever gone to college without making mistakes. You won't either. Don't get discouraged, and look at setbacks as part of your success.

**Be yourself.** Be an individual and make your own decisions.

## **Academic Advisement**

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The relationship you have with your advisor is important to your success at ETSU. Both you and your advisor will be actively involved in the advisement process throughout your academic career. If you do not know your advisor, contact the office of your major for assistance or contact the appropriate advisement coordinator. This section lists several advisement coordinators.

**What is Advisement at ETSU?** Advisement at ETSU is defined as 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 your educational experience. Discussions between you and your advisor should assist you in exploring and clarifying educational, career, and life goals. Taking advantage of the resources ETSU has available for you and gathering relevant information for decision making will facilitate your progress toward meeting your goals.

Some important reasons why you need to see your advisor:

- to discuss academic progress, educational goals, and future plans
- to explore career interests
- to ask questions about requirements for a major, minor, and/or electives
- to receive advisement on course selection prior to registration
- to discuss personal concerns, especially those that may interfere with your academic success
- to access campus resources (i.e., tutoring, counseling, labs, etc.)
- to discuss dropping or adding a class
- to discuss the decision to withdraw from ETSU

**Who Should See an Advisor?** ALL students should meet with their advisor throughout their college career. Your advisor may contact you to discuss various issues. Don't wait for your advisor to contact you; if you have questions, contact your advisor. Your advisor is a personal link between you and the university. The relationship you develop with your advisor is important to your success at ETSU.

**All students with less than 60 credits earned are required to meet with an advisor prior to registration. First-time transfer students are required to meet with an advisor prior to registration for the first and second term of enrollment. These guidelines are the minimum advisement requirement. Some Colleges and Departments have additional advisement requirements. Students should consult with their academic advisor to determine advisement requirement.** Registration *will not be possible* until you have met with your advisor and have been cleared for registration.

**How Can I Locate My Advisor?** Contact the departmental office of your major or the appropriate advisement coordinator to request that an advisor be assigned. To determine the college or school where your major is listed see the Degree Program, Majors and Concentration section of the ETSU Undergraduate Catalog. Advisement coordinators for each of the colleges and other areas are listed below. They are available to assist with any questions you may have.

Students who have declared a major should see an advisor in that major. Students who have not declared a major or who are taking Developmental Studies Program courses should go to the University Advisement Center located on the second floor of the D.P. Culp Center in the Advisement Resources Career Center (ARC). Students who are only taking developmental math courses should see their major advisor. Students taking classes in Bristol or Kingsport may contact these centers for advisement information. Other areas may contact the student to discuss additional advisement opportunities such as Athletics, Adult, Commuter and Transfer Services (ACTS), Student Support Services, Medical Professions, and other Pre-Professional areas.

The Academic Advising Rights and Responsibilities is an outline for students and advisors relating to the advisement process.

### **Academic Advising Rights and Responsibilities**

To achieve the goal of providing the best possible advising to students, guidelines outlining some rights and responsibilities of the student and the advisor are listed below.

#### **Student Rights and Responsibilities**

1. The student has the RIGHT to an advisor and has the RESPONSIBILITY to learn the name and office location of the advisor early in his/her first semester.



2. The student has the RESPONSIBILITY to schedule appointments with his/her advisor and to keep them. If the student finds that it is not possible to keep the scheduled appointment, the student will notify the advisor before the appointed time.
3. The student has the RIGHT to expect his/her advisor to thoroughly understand the university's structure and its academic policies on such things as registration, add/drop, withdrawal, payment options, and academic grievances.
4. The student has the RIGHT to expect his/her advisor will be familiar with the variety of degree offerings, the procedure for referral to and the types of support services available.
5. The student has the RESPONSIBILITY for decisions made. The student will seek assistance with the decisions to be made rather than expect the advisor to make the decisions.
6. The student has the RIGHT to expect his/her advisor to help plan a program of study, designed through personal interaction between the student and the advisor, which reflects the student's academic background, course prerequisites, and educational goals.
7. The student has the RIGHT to expect the advisor to create an atmosphere of openness, caring and concern so meaningful communication and trust can occur.
8. The student has the RESPONSIBILITY to consult with his/her advisor on a regular basis, when in academic difficulty, prior to changing majors, prior to making changes in an approved schedule, transferring to another college, or withdrawing from college.
9. The student has the RESPONSIBILITY to follow through with appropriate action after the advising session.
10. The student has the RESPONSIBILITY to seek reassignment to a new advisor if differences between the advisor and student should develop.

### **Advisor Rights and Responsibilities**

1. The advisor has the RESPONSIBILITY to know his/her advisees' names.
2. The advisor has the RESPONSIBILITY to keep all scheduled appointments and to notify the student in advance if it is not possible to keep the scheduled appointment.
3. The advisor has the RIGHT to expect the student to be knowledgeable about policies, procedures and requirements. They are listed in a variety of sources (e.g. catalog, schedule of classes, student handbook, and department check sheets).
4. The advisor has the RESPONSIBILITY to gain the necessary knowledge and skills to effectively and accurately articulate specific degree requirements, as well as college, Core Curriculum, Areas of Proficiency, TBR requirements, and licensure requirements, if applicable.
5. The advisor has the RESPONSIBILITY to provide the student with accurate information about alternatives, limitations and possible consequences of academic decisions.
6. The advisor has the RIGHT to expect that the student will clarify personal values and goals in advance of the advisement session and will

be prepared. The student will have an idea of the kind of courses required and a list of alternatives.

7. The advisor has the RIGHT to be treated in a respectful manner and to become acquainted with the advisee.
8. The advisor has the RESPONSIBILITY to maintain a complete and accurate file on the student in order to monitor progress toward goals and graduation requirements.
9. The advisor has the RIGHT to expect the student to meet with the advisor at appropriate times to receive advice. The advisor has the RESPONSIBILITY to assist in that reassignment process.

Source: Advising Skills, Techniques, & Resources, David S. Crockett, Editor (NACADA)

### **Advisement Coordinators 2007 - 2008**

#### **COLLEGE OF BUSINESS AND TECHNOLOGY**

Dr. Carroll Hyder, Associate Dean                      439-4257  
213 Sam Wilson Hall  
ETSU Box 70699  
Johnson City, TN 37614-1710

Business Majors - Tim Dills or Jennifer Douglas  
316 Sam Wilson Hall                      439-5275  
Computer & Information Sciences                      439-5328  
Family and Consumer Science                      439-7532  
Military Science                      439-4269  
Technology and Geomatics                      439-7822

#### **COLLEGE OF EDUCATION**

Rebecca Loyd or Stacy Onks  
(423)439-7626  
321 Warf Pickel Hall  
ETSU Box 70685  
Johnson City, TN 37614-1709

#### **COLLEGE OF NURSING**

Dr. Jo-Ann Marrs, Associate Dean  
Office of Academic Programs and Student Services  
Mike Stephens, Jamie Bastian, Tina Bishop  
230 Roy Nicks Hall  
ETSU Box 70664  
Johnson City, TN 37614-1709  
(423) 439-4578

#### **HONORS COLLEGE**

Dr. Rebecca Pyles, Dean  
131 Yoakley Hall  
ETSU Box 70589  
Johnson City, TN 439-6076

**COLLEGE OF PUBLIC HEALTH**

Dr. Creg Bishop, Associate Dean  
101 D John P. Lamb Hall  
ETSU Box 70623  
Johnson City, TN 37614-1709  
(423) 439-4540

**COLLEGE OF CLINICAL AND REHABILITATIVE HEALTH SCIENCES**

Dr. Don Samples 439-7071 or Matt Johnson 439-7801  
Lamb Hall  
ETSU Box 70282  
Johnson City, TN 37614-1709

**ADULT, COMMUTER AND TRANSFER SERVICES "ACTS"**

Dr. Carla Warner  
ARC - 2<sup>nd</sup> level D.P. Culp  
ETSU Box 70604  
Johnson City, TN 37614-1708  
(423) 439-5641

**ETSU at BRISTOL**

Dr. Sue Fulmer, Director  
1227 Volunteer Parkway, Executive Park Plaza  
Bristol, TN 37620  
ETSU Box 70306  
(423) 844-6300

**ETSU at KINGSFORT**

Lisa Elliott, Academic Advisor  
1501 University Blvd.  
Kingsport, TN 37660  
ETSU Box 70727  
(423) 392-8000

**SCHOOL OF CONTINUING STUDIES  
AND REGENTS ONLINE DEGREE PROGRAM**

Amy Johnson, Jordan Swingle, or Francine Miller  
916 W. Maple Street  
ETSU Box 70659  
Johnson City, TN 37614-1701  
(423) 439-4223

**UNIVERSITY ADVISEMENT CENTER**

**"Undeclared and Developmental Studies Program"**  
Dr. Caroline Jackson  
ARC - 2<sup>nd</sup> Level D.P. Culp  
ETSU Box 70590  
Johnson City, TN 37614-1708  
(423) 439-5244

**ATHLETICS**

Robert Baker, Director Academic Services  
Memorial Center  
ETSU Box 70707  
Johnson City, TN 37614-1709 (423) 439-6439

**How Can I Get the Most Out of My Advisement Appointment?** Before meeting with your advisor, you need to be prepared. Review materials you received at Orientation or at your last advisement appointment. Review the Undergraduate Catalog, Schedule of Classes and New Student Planner.

**Tips for Meeting with Your Advisor**

1. Make an appointment.
2. Make a list of questions you wish to ask your advisor.
3. If you are selecting courses for the next term:
  - a. Consider your work schedule or family obligations to determine your class load.
  - b. Read course descriptions.
  - c. Make a list of courses you would like to take.
  - d. Discuss course options and questions with your advisor.
  - e. Discuss registration procedures (e.g. *GoldLink*).
4. Communicate to your advisor your personal and career interests, values, and goals.
5. Ask if a handbook for your major is available.
6. Use the information your advisor gives you.

**ETSU Undergraduate Catalog** - The current year ETSU Undergraduate Catalog is given to students at Orientation. The Undergraduate Catalog contains valuable information that will assist you throughout your academic career. The Undergraduate Catalog contains information about:

1. Enrolling at ETSU
2. Financial Aid
3. Student Services and Resources
4. Organizations
5. Academic Regulations
6. Degree and Graduation Requirements
7. Majors, Degrees, and Concentrations
8. Requirements of each College and Major
9. Course Listings and Descriptions
10. Faculty Listings and Administrative Directory

**Schedule of Classes** - A listing of all courses to be offered at ETSU for a specific term. The Schedule of Classes is available prior to each registration period. The Schedule of Classes contains information about:

- Calendar of Academic Deadlines
- Registration Checklist/Instructions/Locations
- GoldLink* Information
- List of Intensive Courses
- Final Examination Schedule
- Fee Information
- General Information such as drop/add and withdrawal

**New Student Planner** - This planner, distributed at Orientation, introduces you to ETSU, describes services offered, and provides helpful information to enhance your college career.

**ETSU Web Site** - See ETSU's web site for information about ETSU, the college of your major, services and resources, etc. ([www.etsu.edu](http://www.etsu.edu))

### **Tips for Meeting with Your Advisor**

1. Make an appointment.
2. Make a list of questions you wish to ask your advisor.
3. If you are selecting courses for the next term:
  - f. Consider your work schedule or family obligations to determine your class load.
  - g. Read course descriptions.
  - h. Make a list of courses you would like to take.
  - i. Discuss course options and questions with your advisor.
  - j. Discuss registration procedures (e.g. *GoldLink*).
5. Communicate to your advisor your personal and career interests, values, and goals.
5. Ask if a handbook for your major is available.
6. Use the information your advisor gives you.

**What does it mean to select a major?** One of the most important academic decisions you will make in college is your choice of major. A major is a curriculum of courses which provide for in-depth study in a clearly defined academic area. For some students, choosing a major is a relatively easy decision. For others, choosing a major requires more time and thought. You will find that some investigation of your personal goals, interests, and abilities combined with careful consideration of alternative fields, and employment opportunities will lead to a good choice. Changing majors can sometimes delay your progress toward graduation so early planning is to your advantage. Students are required to declare a major before earning 60 credits. The Peer Career Center, located in the ARC, second floor, Culp Center, is a great starting place for students who are uncertain about their choice of academic major or career and who want to explore their options.

**What does it mean to change a major?** First, it means that a student has undergone some change in personal or career interests. Many students change majors at least once. However, it is a decision that should not be taken lightly. You should discuss this decision with your advisor. Requirements in the new major could require you to take additional coursework. Second, changing the major means that you must complete an Undergraduate Change of Major Form to officially change university documents and to transfer your advisement records. This form is available from your advisor or the Office of the Registrar, Burgin E. Dossett Hall, Room 101.

**What is the University Advisement Center?** The University Advisement Center is the academic home for all students who have not yet declared a major

or who are taking Developmental Studies courses. The Center is staffed with counselors who help students identify their academic strengths and interests. Additionally, you may obtain academic advisement which will allow you to complete your general education core requirements in a timely manner.

The professional staff in the Center maintains close contact with students through letters, phone calls, and office visits. Special programs are offered through the Center to stimulate exploration of various areas of study. Referrals are made to other campus resources when deemed appropriate. The Center is located in the ARC – second level Culp Center, 439-5244.

## Academic Standards

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**Dean's list.** To qualify for the dean's list you must be an undergraduate student with no grade below a "C" in any course and you must pass a minimum of 12 hours with a minimum GPA of 3.700 for the semester.

**Academic probation.** Probation occurs when a student is unable to attain a cumulative grade point average (GPA) at or above the required level for the number of quality hours a student has earned. 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. 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).

For Baccalaureate and Associate programs the retention standards are:

Quality Hours	Required Cumulative GPA
0-29	1.4
29.1-45	1.7
45.1-59.9	1.9
60+	2.0

## Academic Support Services

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**Student Support Services** provides eligible students with peer tutoring, mentoring, academic/career/personal counseling, and college survival skills. This is a federally funded grant program, which was founded 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 you through the maze of entering college and making career decisions. We can provide you with the academic help needed to get the most out of your classes. We offer individual tutoring in all general education classes. To inquire about our services come by our office on the 3<sup>rd</sup> floor of the Culp Center, call us at 439-5396, or visit our web page at [www.etsu.edu/sss](http://www.etsu.edu/sss).

**NEXUS** is the Student Support Services program designed to assist traditional-age freshmen in adjusting to ETSU. Students must meet the same qualifications as those needed to qualify for Student Support Services. Preference is given to those who have ACT scores between 18 and 23 and who are undecided about their major. Services are especially geared for the needs of new traditional-age freshmen. **NEXUS** recognizes and respects individuals for their uniqueness while appreciating the common concerns new college students experience. For more information, call the **NEXUS** Assistant Director, 439-6187.

**FOCUS** is the Student Support Services program designed to help sophomore, junior, senior, transfer, and nontraditional freshman students make meaningful career decisions, succeed academically, and stay focused on the goal of earning a college degree. Services for eligible students include career/personal/academic counseling, job shadowing, mentoring, individual peer tutoring, personality assessments, resume assistance, and graduate school entrance exam assistance. We are totally committed to helping students achieve their academic and career goals. For more information, call the **FOCUS** Assistant Director, 439-6451.

**University Tutoring Services** is a university-funded academic support program that offers a variety of tutoring approaches. Most subjects tutored are high risk General Education core courses. Group tutoring sessions are offered on campus each semester. Online tutoring, which offers a variety of resources and discussion boards, is offered through the D2L system. All tutoring services are free. For a complete listing of courses tutored and more information on group and online tutoring visit the UTS web site at <http://www.etsu.edu/scs/uts> or email UTS at [uts@etsu.edu](mailto:uts@etsu.edu). Offices are located in the D.P. Culp Center, 2<sup>nd</sup> floor ARC. 439-4758

### **Developmental Math Lab**

ETSU operates a Developmental Math Lab in the laptop computer lab on the first floor of Lucille Clement Hall during the fall and spring semesters. Students may drop in and receive help on developmental math topics, work on the computer tutorials which are keyed to the textbook, or receive help in developing a study plan. It is also a good place to work on developmental math homework. Hours of operation vary from semester to semester depending on the schedules of student tutors, but are announced in classes and posted online at <http://www.etsu.edu/advisement/DevStudy/LabHours.asp>. For more information contact Dr. Daryl Stephens at 439-4676.

## **Math Lab**

East Tennessee State University has an open Math Lab in room 309 of Warf-Pickel Hall where students can walk in anytime during operating hours and get help with most math classes from qualified tutors. Tutors can also aid in formulating study plans for those without an understanding of how to study math.

Hours of operation are Monday through Thursday 11 a.m. - 7 p.m., and Sunday 1 – 5 p.m. during the fall and spring semesters. However, we reserve the right to make minor changes in this basic schedule, on a per semester basis, due to occasional problems with tutor availability. The Math Lab is usually in operation during the summer sessions as well but operating hours tend to be somewhat more limited and variable. (A current schedule outlining hours of operation will be posted at the Math Lab each semester.) For more information, call 439-7611.

## **The Writing and Communication Center**

The Writing and Communication Center (WCC) is designed to complement the general education program by supporting writing and oral communication at all levels. Beginning, intermediate, and advanced speakers and writers can find help at all stages of the communication process, from generating topics and organizing ideas, to developing a thesis or polishing a final product.

The WCC is located in 409 Warf-Pickel Hall. Room is provided for tutoring, class visits, small group meetings, and individual practice space for speaking assignments.

All ETSU students are encouraged to take advantage of the Center's services. A typical tutoring session lasts approximately 45 minutes, and generally addresses two or three specific areas of concern in a writing or speaking assignment. All services are provided free of charge, and students may request a single tutoring session or return for a series of sessions.

The WCC is open Sunday, 3 p.m. – 7 p.m.; Monday – Wednesday, 9 a.m. – 7 p.m.; and Thursday – Friday, 9 a.m. – 3 p.m. Students are encouraged to schedule an appointment in advance by calling 439-8202. Assistance is also available on a walk-in basis. For more information call, Rob Russell, 439-8202.

## **Advisement, Resources, and Career Center (ARC)**

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The Advisement, Resources, and Career Center (ARC) is located on the second level of the D.P. Culp University Center next to the Bookstore, phone 439-8650. The ARC is open Monday – Friday from 8 a.m. – 4:30 p.m.



The ARC is staffed by professionals who evaluate students' academic progress as it relates to their personal aspirations and career goals. In addition to advising students, referrals for additional academic assistance are made when necessary. The ARC is user-friendly so that students can access advisement, career and support services without ever leaving the facility. The ARC serves as a primary resource for students who have a variety of needs including those who are entering the university for the first time, those that are unsure about an academic major or career option, and those who wish to take advantage of various academic support services to enhance their classroom learning. The ARC incorporates several academic and student support services: Adult, Commuter and Transfer Services; Arts and Sciences in the ARC; Career and Internship Services; Medical Professions Advisement; Peer Career Center; University Advisement Center; and University Tutoring Services.

## **Adult, Commuter and Transfer Services**

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ACTS is *The Place* for all Adult, Commuter and Transfer Students! The Center provides a wealth of information and services to make the transition into ETSU and the academic and extracurricular experiences once here, as successful and enjoyable as possible. Such services include providing tailored orientation sessions, academic counseling, peer mentoring, specialized campus-wide programs, carpool services, transit information, child-care information, off-campus housing information, as well as advising two student organizations and assisting students in navigating the requisite paperwork and processes that come with getting into and maintaining exemplary academic standing at a university. ACTS also keeps an automobile battery charger and air compressor on hand for those commuter emergencies. ACTS is located in the ARC on the middle (2<sup>nd</sup>) level of the Culp Center. The office hours are 8:00 a.m. to 4:30 p.m., Monday - Friday.

### Adult Programs and Services

The university recognizes that adult students (anyone 23+ years old) face unique challenges in balancing the responsibilities of work, school and home – challenges that necessitate specialized services and opportunities. ACTS works to ease the transition into academic life for such students who have either delayed or resumed their higher education for a period of time. A.C.T.S. also strives to enhance the academic and co-curricular experiences of adult students at ETSU.

What adult programs are provided by ACTS? ACTS advises two adult student organizations: The Zeta Tau Chapter of the adult student honor society, **Alpha Sigma Lambda**, and “The NET.” **The NET** (The Adult, Commuter & Transfer Services Adult Leadership Network) is the service/social/leadership organization for adult students on the ETSU campus. It is, in part, an Internet-based information clearinghouse and communication network for adult students' needs, interests and concerns. **The NET** is also an avenue for engaging in leadership training opportunities, discussion groups and meetings,

community activities, as well as social events for the adult student and his/her family. **The NET** is a new vision in adult student leadership and involvement on the ETSU campus. **“Email Mentoring”** is another way ACTS reaches out to incoming adult ETSU students. Using peer mentors from the ETSU Chapter (Zeta Tau) of the national adult student honor society Alpha Sigma Lambda, incoming students are given monitored and consistent feedback and support throughout their early semesters at ETSU.

Located in the ARC, 2<sup>nd</sup> Level Culp Center, ACTS provides valuable assistance for ETSU adult, transfer and commuting students. We are here for you! For further information about specialized services or programs, refer to one of ACTS’ many publications available in the resource area of the ARC. Come by or call 439-5641 today!

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## Bookstore

The main ETSU Bookstore is located on the middle level of the Culp Center. There is also a second “off-campus” bookstore. The College Store is located behind McDonald’s on West Walnut Street on the edge of campus. Both locations offer textbooks, general books, school supplies, sportswear, and many more products and services. There is also a store in the Clock Tower Building on the VA campus that services Quillen College of Medicine students. Additionally, a temporary bookstore site is maintained at ETSU’s Kingsport campus for short periods at the beginning and end of each semester. Both the ETSU Bookstore and The College Store maintain an online presence through which assorted products may be purchased and booklists for classes may be viewed. You can visit their web sites at [www.etsubookstore.com](http://www.etsubookstore.com) or [www.thecollegestore.com/etsu](http://www.thecollegestore.com/etsu). Special ordering of some merchandise is available at all the stores. Hours for the ETSU Bookstore are 7:45 a.m.–6:00 p.m. Monday-Thursday and 7:45 a.m.–5:00 p.m. on Friday. The College Store is open 8:30 a.m. – 6 p.m. Monday – Friday. The Medical Bookstore is open 10:00 a.m. – 4:00 p.m. Monday – Friday. All locations typically maintain extended hours at the beginning and end of each semester.

**What are the different ways of obtaining books each semester?** The ETSU bookstore and The College Store sell both new and used books. The easiest way to purchase your books is to visit one of the two locations, preferably with a printout of your schedule. Our knowledgeable and helpful staff will be happy to assist you in finding the correct materials.

**How much money should I plan to spend on books?** The answer depends on the courses you are taking and whether you decide to buy used or new books. We do our very best to provide as many used books as possible in order to save students money. For the first semester, plan on spending \$400 on books. Subsequent semesters are usually less since you may be reusing some texts you have already purchased plus you may receive money for books you sell back at the end of the semester.

**Is it a good idea to buy my books now?** That is up to you. Typically we do not start selling any given semester's books earlier than a few weeks before classes start as we are not likely to have sufficient inventory earlier than this. However, if you have your class schedule and we have books in stock we will be happy to assist you as best we can. As a general rule, purchasing your books anytime prior to the first day of classes will aid you in avoiding long lines but you do not have to shop too early.

**How can I pay for my books?** All the store locations accept cash, checks (with photo identification), VISA, MasterCard, Discover, and American Express. Please note we cannot accept handwritten credit card information or information phoned into the stores. The main campus location accepts the ETSU BUC CARD (ID Bucs) also.

**What if I bought the wrong book, can I take it back?** You have two weeks from the first day of each semester's classes in the fall and spring and one week in the summer sessions for full refunds. You must have an original store receipt, new books must be unmarked and undamaged, and the package may not be open. Some customized course packs are not returnable. ALWAYS keep your receipts and never mark in new books until you are certain you intend to remain in the class.

**Can I sell my books back?** The ETSU bookstore and The College Store buy books every day. As a general rule, the "best" time to sell your books is during finals week of the semester you used them in. It is at this time the store is able to pay higher prices for certain books that are being used again.

For further information, please contact the ETSU Bookstore at (423) 439-4436, The College Store at 423-926-0838 or the Medical Bookstore, (423) 439-8016.

## **Calendar**

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A schedule of events lists upcoming campus activities. Located in the Student Organization Resource Center (SORC) lowest level, Culp Center, 439-6633. The calendar can also be accessed via the ETSU web site. Academic and student activities calendars can be found at [etsu.edu/calendars/calendars.asp](https://etsu.edu/calendars/calendars.asp)

## **Campus Recreation**

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The Department of Campus Recreation sponsors a variety of physical activities and recreational sports for the entire university community – fitness programs, intramural sports, non-credit instruction, outdoor adventure and sports clubs. Previous athletic experience or skills are not pre-requisites for participation. The unit is also one of ETSU's largest employers of student labor and utilizes all university work programs: APS, FWSP, RSWP, and temporary support.

The Basler Center for Physical Activity began operation in March 2002. The 100,000-square-foot, state-of-the-art recreational facility is for the exclusive recreational use of the ETSU community – students, faculty, and staff. It contains an aerobics/martial arts studio, basketball/volleyball courts, climbing wall, indoor soccer field, pool, racquetball/squash courts, and an enormous weight room. There is a casual child-care center so students with children can participate. Call (423) 439-7980.

## **Career Development**

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**How Can I Find Out What Careers Interest Me?** You can identify careers of interest by enrolling in career counseling at the Counseling Center. You will learn about your interests, aptitudes, and skills and how these relate to majors and careers.

The next step is to explore potential careers of interest in the following ways:

- **Read** occupational material available in the Peer Career Counseling Center library.
- **Talk** to ETSU Alumni who are working in your field of interest.
- **Get** hands-on experience in your field of interest by doing an internship, volunteering, or getting a part-time or summer job in your field.
- **Attend** career fairs/seminars sponsored by the Office of Career and Internship Services. Gather information from participating employers about jobs available in their organizations.

**What Can I Do With My Major When I Graduate?** The answer to this question will depend upon your major, the current job market, your grade point average and the marketable skills acquired during your time at ETSU.

To explore your options and to plan ways to increase your marketability, you may:

- make an appointment to meet with a staff member in the Career and Internship Service Office
- register on Buc Link to review job listings on the Career and Internship Services Office web site
- talk to employers who participate in career fairs and seminars
- visit Career Placement & Internship Services, [www.etsu.edu/careers](http://www.etsu.edu/careers)

**How Can the Career and Internship Services Office Help Me in Getting On-the-Job Experience While in School and a Full-Time Job Upon Graduation?**

The Career and Internship Services Office coordinates the co-operative education program, which provides opportunities for students to get on-the-job experience while earning academic credit. Eligibility requirements include:

- Sophomore status (junior status for College of Business and Technology)

- Formally declared major/minor
- Minimum GPA of 2.0 - undergraduate level (or advertised)
- Minimum GPA of 3.0 - graduate level (or advertised)

In addition, the office posts listings of off-campus, part-time, and summer job openings on Buc Link and maintains references of internship opportunities. The Career and Internship Services Office assists graduating students in finding full-time employment by providing job leads through:

- Assistance with all aspects of your job search
- Job listings on Buc Link
- Opportunities for students to meet prospective employers through on-campus interviews, career/job fairs, and networking.

### **What Other Career and Internship Services Office Events Should I Plan to Take Advantage of?**

- workshops regarding job search skills
- a critique of your resume and interviewing skills
- information regarding job market trends and employment outlook
- assistance from staff members with planning your job search campaign
- salary studies
- graduate/professional school information

The Office of Career and Internship Services is located in the Culp Center, middle level, in the ARC, 439-4441.

## **Center for Community Engagement, Learning, and Leadership**

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The Center for Community Engagement, Learning and Leadership brings new and exciting learning opportunities for students through involvement in such programs and activities as learning communities, leadership education, and service-learning. We are located on the first floor of the D.P. Culp Center. Contact numbers include phone 423-439-5675; email [cellinfo@etsu.edu](mailto:cellinfo@etsu.edu); web site [www.etsu.edu/students/cell](http://www.etsu.edu/students/cell).

The mission of the Center for Community Engagement, Learning and Leadership is to foster lifelong learning and commitment in students toward their growth and development as citizen-leaders. Our purpose is to provide the “value added” to your ETSU experience to help you succeed and accomplish your goals of a quality life, personal impact, community leader, success in your profession, and acceptance to the graduate/professional school of your choice.

Specific services and programs of the CELL include: America Reads, Service-Learning Courses, 7 Habits of Highly Effective People, Leadership House, Leadership Studies Course, Leadership Minor Advisement, *Back-Pack to Briefcases* Student Leadership Seminars, Leadership Training Room, Leadership E-Portfolios, Learning Communities, Leadership Library, Service-

Learning Library, Service-Learning Internships, and Community Partnerships. Involvement in these expanded learning opportunities validates and reinforces the experiences of students and positions them as future civic and professional leaders.

ETSU expects students to actively participate in its learning community; to seek out and engage in meaningful activities. Students in “CELL” programs excel because they: are prepared to lead, are competitive in the job market, can connect classroom and real-world learning, will experience a more diverse world, are civically engaged, and make a difference in our world.

## Counseling Center

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The Counseling Center provides a variety of services to help you make the most of your life and to assist with the difficulties you may encounter. We're here to help you learn about yourself, develop positive relationship dynamics, assist with decision-making, including your choice of major or career, and to provide help with mental health concerns. We can assist you with a variety of concerns including: relationship or family issues, self-esteem, social anxiety, stress management, depression, anxiety, drug or alcohol problems, or sexual assault. We're here to serve ETSU students and most of our services are free of charge (there is a nominal fee for psychiatric services). Our main office is in the upper level Culp Center, 439-4841 or the Peer Career Center, middle level Culp Center, 439-8651. Our web address is: [www.etsu.edu/students/counsel/counsel.htm](http://www.etsu.edu/students/counsel/counsel.htm).

### **Types of services available:**

**Personal Counseling** is available to help students with social and emotional problems which may include: depression, relationship/marital difficulties, conflicts with family and friends, grief, anxiety, physical or sexual abuse, sexual concerns, eating disorders, and problems with alcohol or other drugs. Psychiatric consultation is available at the center to supplement the counseling services.

**Career Counseling:** The Counseling Center provides career assistance through the Peer Career Center, located in the Advisement, Resources, and Career (ARC) Center. With the assistance of our staff, computer-assisted programs, career and personality inventories, and career library, we can help students in their career decision process.

**Confidentiality:** Professional guidelines on confidentiality are strictly followed. No information is revealed without the student's written consent except in case of danger to self or others, child abuse or court-ordered subpoena. Confidential records are kept only in the center and do not become a part of the student's permanent or academic record.

**Eligibility for Services:** All currently enrolled students are eligible for services. Please contact the Counseling Center at (423) 439-4841, third level, D. P. Culp University Center for further information.

**Alcohol and Other Drug Programs (AOD):** is dedicated to helping people make healthy lifestyle choices about alcohol and drug use. The AOD program helps foster a campus atmosphere that encourages people to make healthy lifestyle choices by sponsoring alcohol and drug-free events, conducting educational outreach programs, and by participating in National Alcohol Screening Day. The AOD Program provides assistance for students with substance abuse concerns.

Additionally, the AOD Program works with a variety of departments on campus in an endeavor to develop consistent and fair policies and procedures as they relate to substance abuse prevention and intervention efforts. The AOD Program welcomes suggestions and participants!

**Campus Advocates Against Sexual Violence (CAASV):** is a program designed to raise awareness of and promote change concerning sexual violence within the campus community. CAASV addresses the prevalence of sexual violence by conducting educational presentations, sponsoring guest lectures and hosting programs such as *“Take Back the Night.”*

In addition to changing the campus climate, CAASV also helps students who have been directly affected by sexual violence. CAASV provides a safe, confidential atmosphere in which survivors can discuss their experiences and explore their opinions about medical treatment and legal action. Our counselors can accompany a survivor through the medical treatment and collection of evidence as well as when reporting the violence to the police. Whether or not a survivor chooses to report, A CAASV Counselor can serve as an advocate and provide information.

## **Course Load**

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In order for a student to anticipate graduating in the traditional four-year time frame, a course load of 15 credit hours per semester is strongly recommended.

## **Dental Hygiene Clinic**

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Dental cleaning and dental radiographs are scheduled by appointment. Please call for appointment times. The dental hygiene clinic is located in John P. Lamb Hall (Health Building), Room 71, 439-4514.

## **Developmental Studies Courses**

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These courses assist students in the development of required academic skills, which are necessary to succeed in higher education. These courses include:

mathematics, reading, learning strategies, and writing. Students must complete each course in which they have been placed with a minimal grade of “C.” Developmental Studies courses cannot be dropped without permission from the University Advisement Center. Academic counselors in the University Advisement Center provide academic advisement as well as career and personal counseling for students enrolled in developmental studies courses. Students who require only developmental studies math courses are advised in their major department.

For more information about Developmental Studies courses, contact the University Advisement Center located in the Advisement Resources Career Center (ARC), 2<sup>nd</sup> level of the D.P. Culp Center, Box 70590, 439-5244.

## **Disability Services**

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In compliance with the federal regulations outlined in Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990: it is the policy of East Tennessee State University to make accommodations, course substitutions, and other academic adjustments when necessary to ensure equal access for students with disabilities. While all students with disabilities are protected from discrimination, some students may not be eligible for all of the services coordinated by Disability Services. Classroom and testing accommodations are made on an individual case-by-case basis. Students who wish to request an accommodation or academic adjustment because of a disability must follow the established process for self-identification by completing the intake process with Disability Services.

During the intake process, students are informed of the policies and procedures surrounding the accommodation process, student responsibilities, as well as ETSU responsibilities. Eligibility for classroom and testing accommodations and other support services coordinated by Disability Services is based on the review of student’s documentation of disability.

Intake applications are not complete until current documentation of disability has been received and reviewed by Disability Services. *ETSU does not recognize individualized education plans (IEP) as documentation; however, information included in an IEP may be helpful when identifying the services a student may utilize while at ETSU.*

In order to establish eligibility, the documentation provided must include:

- Statement of diagnosis, date of most recent evaluation, and when available, date of original diagnosis provided by an impartial professional
- Description of diagnostic criteria and/or diagnostic tests used
- Description of the current impact of the disability in an academic environment
- Credentials of the diagnosing professional



- Documentation for mental health disabilities should be no more than one year old
- Documentation of attention deficit disorders should be no more than three years old
- Documentation of learning disabilities should be no more than five years old with results based on an adult measurement scale

The diagnosing professional must have specific training and expertise in a field related to the type of disability being diagnosed. For example, a psychologist, psychiatrist, or educational examiner must make a learning disability diagnosis. Documentation not including the information outlined above or from a professional whose credentials are not generally indicative of expertise in the specific disability being diagnosed can not be used to establish eligibility for services. ETSU does not provide any type of learning disabilities evaluations; however, Disability Services maintains a list of professionals in private practice that can evaluate learning disabilities.

### **DHH Outreach**

The Deaf and Hard of Hearing Outreach program provides coordination of interpreting services for students' needs related to classroom and university events. The DHH Outreach sponsors Silent Bucs, a student organization to provide social support and awareness of the deaf and hard of hearing community. In addition, the DHH Program provides various activities to increase campus awareness of students with disabilities.

Disability Services is located in the D.P. Culp Center upper level, room 323, (v/tdd) 423-439-8346, (tdd) 423-439-8370.

### **E-Mail**

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A web-based email system, Goldmail, has been implemented for all students. The accounts are pre-setup, so no activation is required; you simply log in. If you already have your Z-student ID, your ZID will be your user name and your password is initially set up with your student ID (social security number). Your email address will be your [ZID@goldmail.etsu.edu](mailto:ZID@goldmail.etsu.edu). If you have not used your ZID before, you can go to the ETSU web site (<http://www.etsu.edu>), type in your last name in the people search box. Your information including the ZID will be displayed.

You can check your email on any computer with Internet access and web browsers anytime, anywhere. Type <http://goldmail.etsu.edu> in the location bar of your web browser, and then press enter. A screen will prompt for your username and password. The first time you log in, enter your ZID in the username box and your student ID in the password box. If your information is correct, you will be able to access your mailbox. If you have trouble logging in or forget your password, please contact the Student Help Desk (3-4648 from on campus or 439-5648 from off campus or via email at [shdesk@etsu.edu](mailto:shdesk@etsu.edu)).

## Employment

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Work-Study Programs are available to students at ETSU through the Office of Financial Aid:

1. **Academic Performance Scholarship:** Based on academic excellence.
2. **Regular Student Work Program (RSWP):** For students enrolled for a minimum of six hours, including those not eligible for federal aid.
3. **Federal Work Study Program (FWSP):** Based on financial need. For students enrolled for a minimum of six hours. Automatically awarded as part of financial aid application process when student indicates preference for FWSP on the FAFSA. Available jobs are posted on the Office of Financial Aid web site <http://www.etsu.edu/finaid>.

## Fee Payment

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**What do I owe?** East Tennessee State University does not send bills to students for their tuition and fees. The university believes the best way for a student to know his/her current financial obligation for the term is by viewing his/her account through *GoldLink* at [www.etsu.edu](http://www.etsu.edu).

**Confirm residence hall assignment and charge.** Rent is due when fees are due. The Office of Housing and Residence Life is located in Burgin E. Dossett Hall, Room 108, phone (423) 439-4446.

**Confirm registration with payment of fees.** Fees may be paid by cash, check, or credit card (VISA, Discover or MasterCard).

- To pay online click *GoldLink OnLine* from the ETSU web page at [www.etsu.edu](http://www.etsu.edu). You must use webcheck, VISA, Discover or MasterCard and have the student PIN.
- To pay by phone with a credit card, please call 439-4212, speak to a cashier and provide your credit card number, billing address, expiration date of the card, and student ID number.
- To pay by mail, print your online Account Summary. Please mail the summary in time to be received in the Bursar's Office before the payment deadline.
- To pay in person, visit a cashier in the Bursar's Office in Burgin Dossett Hall.
- Full financial aid recipients MUST confirm registration by the fee payment deadline. You may do this through *GoldLink OnLine* or by calling the Comptroller at (423) 439-4212.

**Avoid the purge process.** YOUR CLASS SCHEDULE WILL BE DELETED IF FEES HAVE NOT BEEN PAID OR IF REGISTRATION HAS NOT BEEN CONFIRMED BY THE LAST BUSINESS DAY PRIOR TO THE FIRST DAY OF CLASSES. The classes selected during pre-registration may not be reinstated. You will be responsible for re-registration should your classes be deleted for non-payment.

### **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](http://www.etsu.edu), click on *GoldLink*, view student account, click confirm registration, select deferred payment.

**Eligibility:** To be eligible for the deferred payment plan, each participant must be prepared to make a minimum down payment of 50 percent of the tuition, fees and dorm rent. A student who has failed to make timely payments in a previous term may be denied the right to participate in the deferred payment plan in additional enrollment periods. A student who is denied participation may be allowed to participate again only after completion of payment in full for two consecutive terms which allow deferments.

**Terms:** The amount deferred will be payable in two monthly installments. The university is not obligated to send reminder notices before the payment is due.

Participants in this plan must apply all financial aid received, including student loans, toward payment of tuition and housing before a deferment will be considered. Students must select either the deferred payment plan or the housing installment plan.

**Service Charges and Fines:** Each participant will be charged a \$50 service fee each term to defray administrative costs. This fee is payable along with the 50 percent down payment on or before the registration payment deadline listed in the schedule of classes. An additional late payment charge of \$25 will be assessed for **each** installment not paid on or before the tenth day of the month that a payment is due.

If a payment is not received in the Bursar's office within ten days after a scheduled payment is due, the university will withhold all services from the student until the fees have been paid in full including any assessed late fees.

**Any student dropping classes or withdrawing from the university after the refund period, as reflected in the Schedule of Classes, will still be obligated to pay the remaining account balance.**

All existing rules and policies pertaining to returned checks, refunds, withdrawals, dropped classes, and collection costs are applicable to the deferred payment policy.

## Financial Aid

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The Office of Financial Aid at East Tennessee State University provides a broad spectrum of programs to assist students in financing their college education. The Free Application for Federal Student Aid (FAFSA) is the federal government's form to apply for financial aid. Students will find links to helpful financial aid information at <http://www.etsu.edu/finaid>. Financial aid counselors are available Monday – Friday in the Office of Financial Aid, Burgin E. Dossett Hall, Room 105, 439-4300, or email: [finaid@etsu.edu](mailto:finaid@etsu.edu).

Financial Aid is a **supplement** to an applicant's personal resources. Reasonable family contributions are expected. The majority of financial aid awarded is based on the student's financial need. You must apply each year and must maintain satisfactory academic progress to continue receiving aid. The process of applying takes several weeks, **so apply early – as soon after January 1<sup>st</sup> as possible using accurate tax information.**

- If you are interested in applying for aid and **have not** done so, complete the FAFSA online at <http://www.fafsa.ed.gov>. Use the ETSU college code: 003487.
- If you have questions about your Financial Aid Award contact the Office of Financial Aid.

## Food Service

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### Welcome to ETSU!

ETSU Dining Services offers an enormous variety of dining options, from an all-you-care-to-eat on-campus restaurant to national brands like Chick-fil-A and Quizno's and a convenience store. All dining locations are easily accessible from any place on campus. All dining hours are established to fit students' lifestyles. We are here to serve you from early morning breakfast, afternoon snacks, to late night munchies!

### Dining Locations:

**The Marketplace** – Campus Restaurant –all-you-care-to-eat style with a variety of foods from all over the world, is open to everybody, not only to the meal plan holders. Located on the upper level, D. P. Culp University Center.

**The Atrium Food Court** – great place for quick but tasty options. Choose from: Chick-fil-A, Izzi's Southwest, Grille Works and large grab'n go selection. Located on the middle level, D.P. Culp University Center.

**The Buc Mart** – an on-campus convenience store, and Quizno's with toasted subs, salads, soups and so much more! Located on the middle level, D.P.Culp University Center.

**Java City** – a coffee shop with all the espresso beverages and great pastries is located on the lower level, D.P. Culp University Center.

**The Treehouse** – located in the center of the academic hub near the Mini-Dome, this location features Sushi and grab-n-go sandwiches.

**Freshens** – smoothies and frozen treats in the Basler Center for Physical Activity.

### **Meal Memberships**

Meal Memberships provide you with a specific number of meals throughout the semester, plus extra money to use at campus food locations. Meal Memberships are perfect for students living on campus, or for commuter students who spend a lot of time on campus. Meal Memberships provide the most economical way to eat on campus – the value cannot be beat! Meals can be used at The Marketplace for an all-you-can eat deal, or they can be used for equivalency at any of our other locations. The chart of memberships provides details about each:

### **Meal Memberships for Commuter Students**

#### **The Commuter 100 Plan**

\$619 per semester - Offers any 100 meals per semester, with an additional \$50 in Dining Dollars.

#### **The Commuter 75 Plan**

\$539 per semester - Offers any 75 meals per semester, with an additional \$100 in Dining Dollars.

#### **The Commuter 50 Plan**

\$399 per semester - Offers any 50 meals per semester, with an additional \$100 in Dining Dollars.

#### **The 10 Meal Plan**

\$1,139 per semester - This plan offers your choice of 10 meals per week. You also receive \$100 Dining Dollars per semester.

#### **The 15 Meal Plan**

\$1,139 per semester - This plan offers 15 meals per week. This option is ideal for those students who stay on campus during the week and return home on the weekend. You also receive \$50 Dining Dollars per semester.

### **Fall 2008/Spring 2009 Resident Meal Memberships**

**The Resident Advantage Plan** - 15 meals/week plus \$100 Dining Dollars \$1,039 per semester. This plan is only offered to students who live on campus and requires a two-semester commitment to both Housing and Dining Services. This plan includes 15 meals/week plus \$100 Dining Dollars.

Resident Advantage Plans are billed to your University Account (online ordering not available). Please return the signed copy of the Resident Meal Membership form to the Department of Housing and Residence Life along with your housing contact.

**The Resident Advantage Plan** - 10 meals/week plus \$200 Dining Dollars \$1,039 per semester. This plan is only offered to students who live on campus and requires a two-semester commitment to both Housing and Dining Services. This plan includes 10 meals/week plus \$200 Dining Dollars. Resident Advantage Plans are billed to your University Account (online ordering not available). Please return a signed copy of the Resident Meal Membership form to the Department of Housing and Residence Life along with your housing contact.

For more information or to purchase a meal plan – visit [www.etsudining.com](http://www.etsudining.com).

## **Graduation Office**

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Students should file an Intent to Graduate two semesters before graduation so that a graduation check can be done to spot any problems or deficiencies. More information pertaining to graduation activities and requirements can be found at [www.etsu.edu/reg/graduation/index.htm](http://www.etsu.edu/reg/graduation/index.htm)

## **The Honor Code**

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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 yourself, your classmates, and your professors.

## **Housing**

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The Department of Housing and Residence Life is responsible for the administration of all on-campus student housing including undergraduate, graduate, family, guest, and summer camps and conferences. Primary functions include room/hall assignments, staffing, budgeting, facility maintenance, discipline, and student programs/activities. Located in Burgin E. Dossett Hall, Room 108, phone 423-439-4446, fax 423-439-4690.

### **On-Campus Housing**

**ETSU Housing...** Providing living options for today's busy students.

## **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 telephone, cable TV, Ethernet access, Residence Life Cinema, kitchen and laundry facilities, room furnishings, and private rooms
- **Involvement** in student clubs and organizations
- **Privilege** to meet and develop life-long friendships with a diverse group of individuals

## **HOUSING CHOICES**

ETSU offers a variety of choices in on-campus housing designed to make you feel at home. These include four residence halls and one efficiency apartment complex (Davis) for men; six residence halls and one efficiency apartment complex (Luntsford) for women; a combination family/graduate student complex (Buccaneer Village) which provides one- and two-bedroom apartments and efficiencies; and a two- and four-single occupancy bedroom apartment complex (Buccaneer Ridge) for sophomores and above. Co-educational housing and twenty-four hour visitation options are available in most halls.

## **RESIDENCE HALLS**

The rooms in the residence halls are double or single occupancy. Rent is payable on a per-semester basis and may be paid by deferred payments through the Financial Services Office, if the student qualifies. All residence halls and apartments are equipped with telephone, cable TV, and data jacks. They are furnished with twin beds, closets/wardrobes, chairs, desks, mini-blinds, and drawers for storage.

## **BUCCANEER VILLAGE FAMILY/GRADUATE HOUSING**

Buccaneer Village has a limited number of apartments available for married/single parents or single graduate students. These include one- and two-bedroom apartments for married or single parents, and a limited number of private efficiency apartments for graduate students. Rent, which includes water, telephone (except for long distance calls), data access, and cable TV hookup are payable on a semester basis and maybe paid by deferred payments if the student qualifies. The electric bill is payable on a monthly basis.

## **BUCCANEER RIDGE-SOPHOMORES AND ABOVE**

Each apartment contains a furnished living area; single bedroom with double bed, closet, desk, and chest of drawers; kitchen facilities including full-sized refrigerator, stove, microwave, and garbage disposal; washer and dryer; patio or balcony; and two bathrooms. Each bedroom is provided with an alarm and sprinkler system, telephone, cable TV and data jack, and individual lock.

Residents enjoy a clubhouse with copier and fax capability, a lounging pool, volleyball and basketball courts, and individual leases with no connection fees. The rent is payable on a semester basis and includes water, telephone, cable TV and data jacks. Academic or extended (includes summer) leases are available. The apartments are managed by a full-time on-site manager, Resident Advisors, maintenance personnel, and night patrol.

NOTE: ALL RESIDENCE HALLS AND APARTMENTS  
ARE NON-SMOKING AND TOBACCO USE FREE.

## **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 for growth. By living with a group of diverse people, you will learn to understand and appreciate many different points of view. You will form friendships that can last a lifetime. You will also be in an excellent position to take full advantage of all that ETSU has to offer! Approximately 2,300 students at ETSU enjoy the benefits and convenience of living on campus, making for a “small college atmosphere” in a larger university setting.

## **FIRST-YEAR PROGRAM**

The first-year student makes many life changes and adjustments. The First-Year Program is designed to help students learn to be a success in college. The program includes access to the Joan C. Dressel Resource/Study Room located on the first floor of Lucille Clement and various presentations and activities.

### **Advantages of the Resource/Study Room**

- Academic Advantage classes taught
- Library of resource books and textbooks
- Pamphlets and brochures on topics ranging from study tips to suggestions on how to use majors
- Enforced quiet time providing residents with a convenient place for effective studying
- Large dry erase board for group study sessions
- Study Buddy Notebook that allows residents to share course information with one another
- Adjacent to computer lab

### **Activities of the First-Year Program have included:**

- Discover leadership styles and ways to improve communication skills through “What Kind of Animal are You?”
- Learn the importance of nutrition as a test-taking skill in “Caffeine, Sugar and All Things Nice.”
- Make a craft and enjoy a discussion on three major holidays during “December Holiday Crafts.”



- Gather information on taking exams, registering, going home at the end of the semester, and managing stress in “Tying Up Loose Ends.”
- Follow as an art therapist helps relieve stress through “Art Therapy.”
- Gain the most from life through living by good principles in “Effective People’s Habits.”
- Assess if the choices of today will lead to the goals of tomorrow through individual and group advisement in “Personal and Academic Success.”

## **LEADERSHIP DEVELOPMENT**

On-campus living offers many ways for residents to experience individual growth and development. The staff of the Department of Housing and Residence Life at East Tennessee State University welcomes the opportunity of providing residents with activities that increase their understanding of diversity, enhance their leadership abilities, and promote their social and emotional well-being.

Residence life success depends on quality student input and participation. Student involvement is encouraged and leadership is promoted at every level of the housing process.

- Resident Directors, Assistant Resident Directors, and Resident Advisors are student staff that are equipped with the training and leadership skills necessary to guide and direct residence life.
- Every resident is a member of the Residence Hall Association (RHA), which is the central governing body representing all residents. The organization offers numerous opportunities for residents to develop life skills needed for personal and career growth.
- The Residence Hall Judicial Board functions to increase the awareness among residents of individual responsibility for actions and enforces the rules and regulations of the university. Student members of the board review and decide on the cases brought before them by their peers.
- The National Residence Hall Honorary (NRHH) seeks to recognize and honor the residents who exhibit strong leadership and participation within residence life. NRHH members are provided with opportunities to increase their leadership abilities.
- The International Living-Learning Program is available to residents who would like to increase their appreciation and understanding of different cultural groups.

## **LEADERSHIP HOUSE**

The Leadership House is a partnership of the Department of Housing and Residence Life, and the Center for Community Engagement, Learning and Leadership. Selected house members develop valuable leadership skills through networking with campus and regional leaders, faculty, and interacting with a special university mentor. Student members apply for membership (application

is online [www.etsu.edu/students/cell](http://www.etsu.edu/students/cell)), agree to meet weekly, are required to live on campus in Buc Ridge Apartments, and complete community service hours each semester. Students practice servant leadership daily, complete special readings in leadership, attend seminars, give leadership presentations, receive leadership coaching. They also share friendships with peers interested in leadership and service, enjoy special social and cultural events, and have special opportunities for learning. Members come from all academic areas and can elect to stay in the House through graduation. Contact the Center for Community Engagement, Learning and Leadership (email [cellinfo@etsu.edu](mailto:cellinfo@etsu.edu) for more information.)

## **RESIDENCE HALL ASSOCIATION**

A Council led by residents governs every residence facility on campus. Each of these Hall and Apartment Councils combine to form the Residence Hall Association. Hall Council and RHA offer many opportunities for residents to get involved with the campus as leaders or active members. RHA benefits residents by:

- Giving them a voice in campus policies and services, such as visitation, cable channels, and Ethernet access.
- Presenting informative and entertaining programs in the halls and apartments.
- Allowing residents the opportunity to develop leadership skills.
- Providing affiliation and participation in state, regional, and national associations.
- Holding to the belief that “unity” coupled with “diversity” creates a true “university.”

## **Housing from A-Z**

Campus living is an integral part of the total educational experience at East Tennessee State University. Living on campus offers more opportunities for you to meet people and develop friendships. It is within the residential environment of the campus that students experience identity with the university community, and find on-going opportunities for intellectual, social, recreational, and vocational growth. Below is a quick reference that should answer most of your questions. Also, consult your Residence Hall Student Handbook.

**ACCESS:** All entrances to halls are locked 24 hours/7 days a week. Students must have their ID card to gain entrance.

**AIR-CONDITIONING:** Is available in Davis/Luntsford Apartments, Governors’ Hall, Stone, Carter, Lucille Clement, Buc Village, and Buccaneer Ridge. Residents are not permitted to bring their own air conditioners.

**ALCOHOL & OTHER DRUGS:** Are prohibited and strictly enforced. Violations, such as underage possession and use, can result in a citation downtown.

**ANSWERING MACHINES:** Permitted.

**APPLIANCES:** Microwaves, toaster ovens, corn poppers, small refrigerators and coffee pots are some of the small appliances that are permitted. Absolutely

no open coil burner hot plates. Due to fire/safety reasons, these will be confiscated.

**APPLICATIONS:** Should be submitted with a \$100/150 reservation/damage deposit prior to April (fall semester) and October (spring semester). Acceptance of an application and deposit does not guarantee an assignment.

**ASSIGNMENTS:** Are made on a first-come, first-serve basis (There are some restrictions for Buccaneer Ridge Apartments) until August or December, at which time, assignments may be made according to commuting distance. Acceptance of an application and deposit does not guarantee an assignment. Room/hall assignments are made beginning in April and continue throughout the summer.

**BEDS:** Twin-sized beds with standard twin sheets, except mattresses in Davis and Luntsford, which may exceed at least three inches. (Buc Village and Buc Ridge have double-sized beds)

**CABLE TV:** Hook-up available in each room/apartment (included in rent).

**COMMUNITY:** A group of diverse students on a floor/wing/hall interacting, sharing, and respecting each other.

**COMPUTERS:** Permitted. Data access/Ethernet is available in all halls (included in rent).

**DEBIT CARD/I.D.:** Useable on most washers/dryers and several vending machines; entrance to residence halls.

**EXTENSION CORDS:** May have the multi-circuit breaker outlets. Due to fire/safety reasons, extension cords are strictly prohibited in the halls/apartments and will be confiscated.

**GENERAL ASSESSMENTS:** The cost of damages in community areas which cannot be attributed to particular individuals is shared by the floor or hall.

**HALL COUNCIL:** Governing body for each hall/apartment. A great way to make friends.

**HOLIDAYS AND BREAKS:** Halls are closed between semesters and spring break. Arrangements will be made for students needing to remain on campus. (Exceptions are Davis, Luntsford, Buc Village, and Buc Ridge).

**HOUSING ASSIGNMENT PACKAGE:** Will include: hall/room, telephone number, roommate's name and address, floor plan, check-in dates/times and a housing agreement.

**HOUSING AGREEMENT:** Must be signed and returned by the deadline date stated in the assignment letter, or the assignment will be canceled. Agreements are for the academic year (fall and spring) and will not be canceled for the convenience of the student. Students moving in the residence halls in January or the summer terms are obligated for spring or summer semesters only. As long as the student is enrolled at ETSU during the agreement period, the student is obligated to pay rent for that agreement period.

**INSURANCE:** The university does not carry insurance on student's personal property--check parents' Homeowners' insurance or obtain insurance brochure in the Housing and Residence Life Office.

**JUDICIAL BOARD:** The Residence Hall Judicial Board is a peer court, hearing residence hall/ apartment violations.

**KITCHENS:** Available in all halls except Governors Hall.

**LAUNDRY:** Located in each hall; \$1 wash and \$1 dry. Central laundry facilities in Buc Village. Each apartment in Buc Ridge has washer/dryer.

**MOVING INTO THE RESIDENCE HALLS:** The residence halls will open for students participating in Preview ETSU on Thursday, August 21 from 8 a.m. -1 p.m. (Fall entering students only) For all other students, the halls will open on Friday, Saturday, and Sunday from 9 a.m. - 8 p.m. each day. You should report to your assigned hall to check in and receive a key.

**NOISE:** The residence halls observe 24 consideration hours.

**OBJECTIONABLE ODOR:** To make the hall a more pleasant environment odors such as incense are prohibited. Smoking and tobacco use are prohibited in all residence halls/apartments.

**PETS:** For safety and health reasons, no pets are allowed, except for fish in small aquariums.

**PRIVATE ROOMS:** Available on a first-come, first-serve basis at an additional cost.

**PROGRAMS:** A variety of social and educational programs are provided in each hall.

**QUIET HOURS:** Each hall imposes standard quiet hours where noise should not be heard outside your door. Consideration hours are 24 hours.

**REFRIGERATOR:** You may have one up to 5 cubic feet, but freezers not allowed.

**RENT:** Is payable at the Financial Services Office at the time tuition and fees are due each semester. If you receive a housing assignment after tuition and fees are paid, rent is due immediately at the Financial Services Office. You will not always receive a bill in the mail, but will be responsible for payment as services are provided.

**RESIDENT ADVANTAGE MEAL PLAN:** Purchased by returning card from the brochure to the Housing and Residence Life Office. The plan is payable with the rent and is for two semesters.

**RESIDENCE HALL ASSOCIATION:** Comprised of all residents, the RHA works for the benefit of the residential community.

**ROOM/HALL CHANGES:** May be made as space is available on a first-come, first-serve basis. Make request in writing to the Housing and Residence Life Office.

**ROOMMATE REQUESTS:** Every effort is made to honor hall and roommate preferences.

**RULES:** The Residence Hall Student Handbook and Student Handbook state policies, rules, and regulations that all students are responsible for knowing and following.

**SMOKING:** All residence halls/apartments are nonsmoking in all areas.

**STAFF:** A Resident Director (RD), Assistant Resident Director (ARD), or Resident Advisor (RA) are available to facilitate the check-in process and assist you in your transition to college.

**TELEPHONE:** One telephone jack per room - residents must provide their own telephone, except for Governors Hall where a VOIP phone is provided. May use credit card or authorization card from the Office of Information Technology (OIT) for long distance calling.

**UTENSILS:** Must provide own kitchen, cleaning, and linen supplies.

**VENDING/DRINK/SNACK MACHINES:** Are located in each hall.

**VISITATION:** Each hall sets other-sex visitation hours. Twenty-four-hour extended room and lobby visitation is available in most halls.

**WEAPONS:** Prohibited and strictly enforced. Violations will result in immediate dismissal from the residence hall.

**X-RATED:** The kind of movie not shown on the Residence Life Cinema (cable channel 23). You will see new video releases each month.

**YOU:** All we need to make the halls a community.

**ZEST:** Stimulating and exciting quality **you** can bring to the hall.

### **Resident Advantage Meal Plan Program**

The Resident Advantage Meal Plan Program is a two-semester (fall/spring) program and thus requires a two-semester commitment to Housing and Food Services. This is a special opportunity to both save money and take advantage of special free services and benefits throughout the campus. The two-semester package provides a saving over other plans and includes numerous special discount features including:

- Campus Housing for two semesters and a choice of two meal plan options. (Requires separate applications for housing and food plan, both available in the Housing and Residence Life Office)
- One birthday cake or other special occasion cake (\$10 value).
- Additional benefits and services provided.

For further information, contact the Department of Housing and Residence Life at (423) 439-4446 or by e-mail [housing@etsu.edu](mailto:housing@etsu.edu)

## **ID Card/Debit Card**

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Each student will be issued a photo Student Identification Card. The ID Card will allow students to access many activities on campus. Students may also use their ID as a campus debit card (ID BUC\$). A brochure explaining all the features is provided in the orientation packet or you may request a copy at the ID Services Office located on the middle level of the Culp Center, phone 439-8316. Office hours are Monday 8 a.m. – 6 p.m. and Tuesday through Friday 8 a.m. – 4:30 p.m.

You may have your ID made at the ID Office (middle level of the D.P. Culp Center) any time after you have registered for classes. Your ID card is required for access to basketball games, for student voting, meal plans, concerts, to check out books, materials, and online access to Sherrod Library, residence halls access, Center for Physical Activity access, and many other activities on and off campus.

Your ID card may also be used as a campus Debit Card (ID BUC\$). ID BUC\$ works like a checking account. Once you have made a deposit on your account, the money is deducted as you make purchases on campus. It is

designed to be a fast, easy, and safe alternative to carrying cash on campus. ID BUC\$ accounts do not expire.

- **Where can I use my ID BUC\$ Card?**
- Bookstore (D.P. Culp Center)
- All food service locations
- Laundry Machines (in most Residence Halls)
- Student Health Clinic
- Bursar's Office (pay fees, tuition, housing, parking, etc.)
- Vending Machines (Pepsi, Coke, and snack machines)
- Library (pay fees). Note: Copy machines work on a separate account, available in the Library.

**What if I lose my ID card?** Report lost, stolen, or misplaced ID cards to the ID Office (439-8316) or Public Safety (439-4480) or go online to our website immediately. Your ID card will be deactivated. You may obtain a new ID card at the ID Office located on the middle level of the Culp Center. There is a replacement fee of \$10 plus tax. Once a replacement card is made, the new card is the only one that is active. All previously issued cards will be invalid and cannot be reactivated. If you lose your card on a weekend or at night when the office is closed and need access to your residence hall, just ask your RA to issue you a temporary guest card. ARAMARK will allow you to continue to use your meal plan by using their specified means of identification.

**Why should I use the declining balance options on my ID Card?** It is **convenient, fast, safe, and easy!** An average transaction takes about five seconds and is immediately recorded on the central ID system ensuring account security and accuracy. No more searching for coins for vending and laundry machines or taking time to write checks.

**Where can I open an account?** You may open your account by making a deposit during orientation or at the ID Office. Deposits can also be made by phone with VISA, Discover, or MC, by mail with check, at our web site, or add cash at one of our value terminals on campus. We suggest you plan the cost of your books and supplies, food needs, laundry services, and vending for a semester. Make your deposit based on your plan and use the ID BUC\$ debit card as a budgeting tool for the semester. Students can view their account on the Internet at [www.etsu.edu/id](http://www.etsu.edu/id). From here you may follow your account activity or made deposits online.

## **Insurance Special Hospitalization and Medical**

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Coverage may be obtained any time during the year, but only during fall semester for full-year coverage. Cost varies depending on the type of coverage desired. A brochure and application are available in the Student Health Services, Room 160, Roy Nicks Hall, 439-4225.

## **Library, Charles C. Sherrod**

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A new library for the new millennium! Opened in January 1999, this light and spacious building has given students expanded places and opportunities for learning. Located next to the D.P. Culp Center, the library's convenience and its inviting front plaza have made it a favorite place on campus. The library features individual and group study areas with over 400 individual carrels, 78 individual study rooms which include four lockable laptop rooms, 25 open study rooms and 49 assigned study rooms. Other features include wireless access, 70-plus network-connected computer workstations, 25 laptop computers available for in-library loan to students, a 24-hour study room, and an additional study room featuring specialized equipment designed to accommodate the needs of students with disabilities. For information, call 439-5308.

## **Multicultural Affairs**

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Multicultural Affairs is responsible for creating and fostering a campus-wide climate of respect for each individual and advocating for a culturally diverse and non-discriminatory campus community. The Office of Multicultural Affairs embraces all students regardless of ethnicity, gender, color, religion, national origin, disability, or sexual orientation. Students receive many services through the office including counseling, academic advisement, numerous educational programs and social opportunities.

The office provides numerous formal and informal opportunities for students of color to learn about their history and take pride in their heritage. The office offers many cultural programs such as the Multicultural Expo, Multicultural Fashion Show, Unity Fest, Hispanic Dance Lessons, Belly Dance Lessons, educational activities and giveaways to increase awareness of other traditions and customs. Also, the office advises two major student organizations, the Gospel Choir and the Black Affairs Association. For more information, visit us at [www.etsu.edu/multicultural](http://www.etsu.edu/multicultural) or call (423) 439-6633.

## **Museum, Reece**

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There is no place on campus like the Reece Museum. Stop by, look around and join in on special programs such as workshops, storytelling, musical performances and receptions. There is something for everyone at the Reece. New this year is The History of Country Music in the Tri-Cities exhibit and interactive kiosk. To view upcoming exhibits and events visit our web site at <http://www.etsu.edu/reece/> or call 439-4392. Gallery hours are 9 a.m. to 4 p.m. on Tuesdays, Wednesdays and Fridays and 9 a.m. to 7 p.m. on Thursdays.

## Parking Permits

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All students (including part-time) who intend to park a motor vehicle (including mopeds, motor scooters, or motorcycles) on the main campus, ETSU at Kingsport, or Nave Center, **MUST PROPERLY DISPLAY THE APPROPRIATE PARKING PERMIT**. A parking permit must be secured through the Bursar's Office, room 202, Burgin E. Dossett Hall. Parking permit fees are included in the campus access fee for students. All visitors are requested to stop at the Department of Public Safety to obtain a visitor's parking permit at no charge. Additional details are available at 439-5650.

## Postal Services

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**Where is the post office?** The post office is located on the lower level of the D.P. Culp University Center. Your post office box, as well as a postal service window, are located in this area. The window provides services available through the U.S. Postal Service, which includes mailing and receiving of packages, stamps, and overall postal assistance.

**How do I get my post office box?** If you are a residential student (living in campus housing) you will automatically be assigned a PO Box. After fee payment is completed, please bring your ID card to the ETSU Post Office during normal business hours and obtain your box assignment and combination. You will keep your PO Box assignment as long as you continue to live in university housing. If you move off campus you may retain the same campus PO Box as an enrolled student by submitting a request for a box at the Post Office.

If you are a non-residential (not living in campus housing) student and would like to have a campus PO Box please bring your ID card to the ETSU Post Office during normal business hours and obtain your box assignment and combination. A PO Box will only be assigned after the fee payment is completed. As an enrolled student you can retain the same PO Box for the next academic year by submitting a request for a box each fall term.

**What about the Post Office?** The ETSU Postal Service is a full-service contract station governed by state and federal regulations. The post office staff consists of five full-time and up to 20 student employees who service an average of 5,000 mailboxes for student, faculty, and staff mail. Business hours for window service are 8:30 a.m. to 4:00 p.m. Access to your post office box is available 8:00 a.m. to 10:00 p.m. seven days a week, except holidays. For further information, contact the ETSU Postal Service, 439-6894.

## Public Safety

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Public Safety officers patrol the campus 24 hours a day throughout the year. They perform their duties as police officers and firemen to provide a safe



campus. Crime prevention programs are conducted in the residence halls during fall and spring semesters to assist new students. All students, staff, and faculty are encouraged to assist Public Safety by preventing crime and maintaining a safe campus. Public Safety provides an escort service and can unlock vehicles which have keys locked inside. Battery booster packs are available from Public Safety and can be checked out with a student ID; 439-4480.

**Security (Campus Security Act)** - East Tennessee State University makes available to prospective students and employees the ETSU Security Information Report. This annual report includes campus crime statistics for the three most recent calendar years and various campus policies concerning law enforcement, the reporting of criminal activity, and crime prevention programs. The ETSU Security Information Report is available upon request from East Tennessee State University, Department of Public Safety, Box 70646, Johnson City, TN 37614. The report can be accessed online, [www.etsu.edu/dps/security\\_report.asp](http://www.etsu.edu/dps/security_report.asp).

### **How to Avoid Being a Victim of Crime**

- Don't leave your room unattended and leave the door unlocked.
- Don't trust your friends with your telephone calling card.
- Don't loan your credit card to your friends who may be having financial problems.
- When using the residence hall laundry facilities, do not leave your property unattended.
- Do not leave valuable property in sight in your vehicle. Always lock valuables in the trunk or glove box. Out of sight is out of mind.
- Keep your vehicle locked.
- Don't loan your vehicle to a friend.
- Do not buy any items from individuals or salespersons selling merchandise in the residence halls who do not have approval from the university to solicit on campus.
- For your personal safety, always go in groups of two or more when traveling late at night.
- If you must travel late on campus, call Public Safety for an escort.
- When meeting new people who you are not totally sure about, always arrange to be in a group until you feel you can trust these individuals.
- Be cautious about giving new acquaintances your address or phone number.
- Park in well-lit areas.
- Use the campus shuttle service between the hours of 7:00 a.m. and 10:00 p.m.
- When using the ATM late at night, take a friend with you.
- Don't leave your backpack unattended.
- Be able to identify your textbooks by writing your name or student number somewhere in the book where you will know to look for it.

## **How to Avoid Parking Tickets**

Additional information regarding parking or other public safety matters can be obtained from the Department of Public Safety. (Phone: 439-6900)

1. Display a university parking permit. Parking permit fees are included in the campus access fee except as otherwise noted in the Parking Rules and Regulations. One parking ticket for no campus permit costs \$20.
2. Read the Traffic and Parking Regulations and abide by them.
3. Read the sign at the entrance and interior of each parking lot and park only in lots authorized by your parking permit. Do not park in faculty/staff and reserved parking lots.
4. Do not park in zones marked with yellow paint or where prohibited by sign. Cars blocking traffic lanes, bus stops, loading zones, fire lanes, or parked on lawns will be ticketed and/or towed.
5. Do not park in parking spaces reserved for the disabled unless you have a disabled parking permit from the Department of Public Safety. The fine for parking in a disabled reserve space is \$100.
6. Parking regulations and maps, including shuttle van schedules and stops, are available at the Department of Public Safety and the Student Affairs Office located in the D.P. Culp University Center.
7. If your vehicle breaks down on campus, notify the Department of Public Safety at #94480.
8. Remove all university parking permits from your vehicle prior to its sale or transfer.
9. If you receive a ticket and wish to appeal it, remember that you have 30 calendar days or the ticket is valid and you lose your right to appeal.
10. If you have a visitor with a motor vehicle on campus with no parking permit, call Public Safety to obtain a visitor's parking permit. If someone from your household drives a vehicle on campus and receives a ticket, that ticket will be charged to you.
11. If you are in doubt about a parking zone or regulation, please contact Public Safety to obtain the correct information.
12. During fall and spring semesters, Johnson City Transit provides a free van shuttle service. The service is available Monday through Friday. Hours of operation and the route are advertised in a separate flyer which is available from ACTS, Public Safety, and Student Affairs or visit JCT's web site [www.johnsoncitytransit.org](http://www.johnsoncitytransit.org). No holiday service is included. Students, faculty, staff, and visitors may ride the shuttle.
13. If you allow someone to drive your vehicle, make sure they know where to park. Remember that you will be billed for tickets issued to your vehicle.

## Registration

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Continuing student registration for the next term takes place near the end of each semester. The ETSU Schedule of Classes is published and made available to students in the Campus Post Office a week before registration begins. You will receive an appointment letter in the campus mail detailing your appointment date and time and any encumbrances you may need to clear. You will need to consult with your advisor and plan a schedule of classes for the next semester. Students register via *GoldLink* or if problems arise, in person in the Office of the Registrar. Register as soon as you can after your appointed time for the best class availability.

### **GoldLink Registration System**

*GoldLink* is the name of ETSU's web-based registration systems. (Consult your Schedule of Classes for complete instruction.) *GoldLink* instructions are available at <http://www.etsu.edu/reg/registration.htm>. After you have met with your advisor, complete the *GoldLink* worksheet. A copy of the worksheet can be found in your Schedule of Classes bulletin (or on the Registration webpage above):

1. Access *GoldLink* by going online to [www.etsu.edu/goldlink](http://www.etsu.edu/goldlink) and single click on enter Student Services.
2. Enter your Student ID (or social security number).
3. Enter your Personal Identification Number – PIN. Initially your PIN is the MM-month, DD-day, YY-last two digits of the year of your birth. Example: February 7, 1981 would be 020781. It is strongly recommended that you change your PIN during the initial use of the system to ensure the security of your records. Use a memorable set of numbers. You are responsible for the security of your student records.
4. Student Services Menu: Choose Registration, then choose Drop/Add classes. Select the appropriate term from the drop-down menu.
5. Enter the Call Numbers for each class in the boxes provided and click submit.

**What if I cannot get the schedule I want?** If a satisfactory schedule cannot be arranged using the primary and alternate selections (check available course sections link):

- Come to the Registrar's Office, room 102 Burgin E. Dossett Hall and the Registration staff will work with you to try and build a schedule using alternate sections.
- Come to campus and work with an academic advisor who may be able to offer substitute courses.

- If you need technical assistance with *GoldLink*, please call the *GoldLink* Helpline at (423) 439-5584 during Registrar's Office operating hours (8 a.m. – 4:30 p.m. M-F).

**How do I receive my grades?** Grades are available each term through *GoldLink*. Please check the Schedule of Classes for exact dates.

## **Religious Centers (Campus Ministries)**

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The Campus Ministry Association at ETSU is comprised of eleven denominational and nondenominational religious organizations which include: Baptist Collegiate Ministry, Campus Crusade for Christ, Catholic Campus Ministry, Christian Student Fellowship, Episcopal University Ministries, Presbyterian Campus Ministry, United Methodist Students, The Well, Reform University Fellowship, Chi Alpha and Young Life. Each has its own distinctive personality and programs sponsoring a wide variety of worship and social activities. In addition, several groups have off-campus student centers for their activities. For those students who stay on the campus on the weekends, many religious organizations offer transportation to Sunday worship services at local churches. For contact information on any of these organizations please call the Student Organization Resource Center, 439-6633.

## **Shuttle Service (BUCSHOT)**

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The Johnson City Transit's BUCSHOT provides reliable, convenient transportation in and around the ETSU campus. It's like having a car on campus, to get around to class, work, the library, or to visit friends, but without gas or parking to worry about. Best of all, it's FREE to students or faculty/staff with valid ETSU ID. Others (campus visitors, general public) may also ride, paying a 60-cent fare. The operational hours are:

M-F 7:15 a.m. - 4:15 p.m. - Two Vehicles  
M-Th 4:15 p.m. - 10:15 p.m. - One Vehicle  
F 4:15 p.m. - 7:15 p.m. - One Vehicle

For a more detailed schedule, visit JCT's web site at [www.johnsoncitytransit.org](http://www.johnsoncitytransit.org) or pick up a copy of JCT's brochure from the Office of Public Safety at the front entrance of campus, the Office of Student Affairs, third level, Culp Center or the ARC, second level, Culp Center.

## **Speech-Language-Hearing Clinic**

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The ETSU Speech-Language-Hearing Clinic provides services to individuals in the community and students with a variety of communication difficulties. The on-campus clinic (located in Lamb Hall) provides speech and language services for infants and toddlers. Children and adults with voice disorders, resonance

disorders or radiological needs also receive services on campus. Speech Language and Hearing screenings are provided for ETSU students for \$15.

A satellite clinic, located at the Nave Center in Elizabethton, provides speech and language services to school age children with speech, language and reading difficulties. Children with autism or related disabilities also are served at this satellite clinic.

To learn more about services offered or to obtain fee information, call 439-4355 Monday-Friday from 8:00 a.m. to 4:30 p.m.

## **Student Health Services**

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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, physicians, registered nurses and a health educator.

Location: Room 160, Roy Nicks Hall. Phone number is 439-4225.

Hours: Clinic office is open 8:00 – 4:30 Monday through Friday. Same-day appointments may be scheduled.

Appointments: Students are advised to call Student Health Services early in the day in order to schedule a same-day appointment with a nurse practitioner. During high volume times, the number of available appointments may need to be limited. 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. All specialty appointments (with the women's health nurse practitioner or a physician) must be scheduled in advance. **Students who fail to show up for any scheduled appointments will be charged a non-refundable no-show fee.**

Cost: Students are not charged for visits to clinic, but there are some charges for medications, lab tests and special procedures. Students may pay their charges with cash, check, credit card and ID BUCS Debit Card. The Student Health Service does **not** file insurance but will supply patients with the necessary information to file their own insurance claims.

Services: A variety of services are available to ETSU students including:

- Medical and nursing care for acute and episodic illness and injury.
- Referral for management of chronic disorders.
- Women's and men's health care programs.
- Family planning services.
- Immunization clinics.
- Allergy clinic for those receiving allergy injections.
- Health education and self-care programs.
- Individual health counseling for smoking cessation, diet, weight loss, stress management, and other lifestyle changes.

**Is health insurance necessary?** 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. Check with the ETSU Student Health Services (439-4225) regarding student insurance.

**Do I need a physical exam?** All students are encouraged, but not required, to have a physical exam with their personal physician before starting classes. This is especially important for any student who has a serious or chronic health problem such as asthma, diabetes, seizure disorder, or cardiac condition. Students with chronic health problems are encouraged to make an appointment with one of the nurses at Student Health Services to review any special health problems or needs.

**MMR Policy:** East Tennessee State University requires documentation of immunity to measles, mumps and rubella (MMR) for all entering full-time students (12 hours or more) as follows: students born during or after 1957 must provide documentation of 1) having received two (2) vaccinations with live MMR vaccine since 12 months of age; or 2) positive titer to these illnesses; or 3) documentation of actually having had the diseases by a physician's statement with his or her signature or stamp. **Exemption: Students who attended a Tennessee elementary or secondary public school after July 1, 2001 are presumed to have both MMR doses and proof of immunization is not required.** See [www.etsu.edu/studenthealth](http://www.etsu.edu/studenthealth) for additional information about required immunizations.

- All documentation must be approved and certified by Student Health Services.
- No student will be allowed to complete registration and begin classes without this certification.
- Students with medical conditions that preclude receiving a live virus vaccine will be waived on approval of Student Health Services.
- Start the process early - bring your immunization record to the Student Health Services (Room 160, Roy Nicks Hall). Include date of birth and Social Security number on records sent to Student Health Services. **Do not send originals** because the immunization information is entered into a computerized record and the paper copy is shredded.

**Meningitis/Hepatitis Policy:** The State of Tennessee mandates that **all** students be informed about Hepatitis B infection. Those students who will be **living in on-campus housing** must also be informed about the risk of meningococcal meningitis infection. A waiver indicating that the student is aware of the disease risks and the availability of vaccines for the diseases of hepatitis and meningitis must be signed. **Students who are 18 years of age or older and attend orientation on the Johnson City campus will complete the**

**waiver online at orientation before registering.** Students who will not be 18 years old at the time of orientation will need a parent or guardian to complete the form prior to registration. The waiver may be obtained from Student Health Services or on the Student Health Services web site: [www.etsu.edu/studenthealth](http://www.etsu.edu/studenthealth). The law does not require hepatitis or meningitis vaccinations for enrollment at this time. The waiver must be signed to avoid delays in the registration process for classes and obtainment of grades. The waiver should be turned in to Student Health Services or may be faxed: 423-439-4560.

## **Student Organization Resource Center (SORC)**

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The Student Organization Resource Center (SORC) was created in order to help students find their place in one of our many registered student organizations, to provide training and informational opportunities, and to provide support to our student organizations.

The mission of the SORC is to enhance communication between student organizations and university staff, improve collaboration and synergy between organizations and administrators in order to form partnerships and offer higher quality and better attended programs, increase respect for the diversity of people and ideas at ETSU, increase awareness of the range of student organizations, activities and available resources for all students, strengthen communication, leadership, and organization skills for members of student organizations, and enhance visibility for student groups, their needs and their programs.

The SORC is located on the lowest level of the D.P. Culp Center, near the Auditorium. In the SORC you will find the following student organization offices: Student Government Association, Residence Hall Association, Fraternities, Sororities, Buctainment, Multicultural Student organizations, Volunteer ETSU, and other community service groups.

For more information call us at 439-6633 or email us at [sorc@etsu.edu](mailto:sorc@etsu.edu)

**Student Organizations** – Student organizations are the lifeblood of the campus. ETSU students are expected to join and participate in at least one student group on campus. They host speakers, have social events, participate in career fairs, volunteer in the community, and establish career networks between students and faculty.

There are over 180 student organizations in many disciplines and interest areas. Survey the listings for contact information. The SORC updates the contact information weekly after notification by the student organization.

## **Professional and Departmental Organizations**

Almost every academic major and department on campus has a student organization associated with it. These are called academic organizations. These organizations tend to sponsor such activities as service projects, career fairs, speakers from area businesses and agencies, and social events. Being a member of these groups gives you the opportunity to:

- get to know the faculty in your area.
- network with other students in your major.
- learn more about your intended career.
- receive some hands-on experience related to your major.
- become involved in the college council.

Joining one of these groups is as easy as going to one of their meetings and signing up. The benefits of membership are tremendous. More students at ETSU belong to professional and departmental groups than any other type of student organization.

## **Religious Organizations**

Religious organizations bring together religious faith and practice within the university experience. Some of the campus ministries have houses near the campus. Others have campus contacts. Some offer services in their campus buildings while others help you connect to area churches. All offer worship, fellowship, counseling, and a variety of activities.

## **Greek Life (Fraternities and Sororities)**

Fraternities and sororities (women's fraternities) are student organizations whose primary purpose is the personal development of their members, as distinguished from honorary, professional, departmental and service fraternities.

Unlike most other student organizations, membership in a social fraternity or sorority is normally a lifetime affiliation and generally students are not permitted to be initiated into more than one fraternity or sorority.

Fraternities and sororities promote intimate relationship bonds of brotherhood and sisterhood, and members typically refer to fellow members as "brothers" or "sisters." Traditionally, most fraternities and sororities are designated by Greek letters; hence, the organizations and their members are often referred to as "Greek organizations," "the Greek community," or simply "Greeks."

Fraternities and sororities typically have rituals and creeds that promote the ideals such as friendship, loyalty, academic achievement and intellectual development, service to the community and the alma mater, honor and integrity, leadership and personal responsibility.

**Pan-Hellenic Council (NPHC)** – Historically African American Fraternities and Sororities



Alpha Kappa Alpha Sorority, Inc.  
Alpha Phi Alpha Fraternity, Inc.  
Delta Sigma Theta Sorority, Inc.  
Zeta Phi Beta Sorority, Inc.

**Interfraternity Council (IFC) – Men’s Fraternities**

Kappa Sigma  
Lambda Chi Alpha  
Pi Kappa Alpha  
Sigma Alpha Epsilon  
Sigma Chi  
Sigma Nu  
Sigma Phi Epsilon

**Panhellenic Council (NPC) – Women’s Fraternities**

Alpha Delta Pi  
Alpha Xi Delta  
Kappa Delta  
Sigma Kappa

For more information about Greek letter organizations, contact the Student Organization Resource Center, lower level of the D.P. Culp University Center at 439-6633 or email [gogreek@etsu.edu](mailto:gogreek@etsu.edu)

**Honor Societies and Awards**

Being selected for an award or honor society membership is something to be proud of at East Tennessee State University. The university takes great pride in its outstanding students by providing recognition in a number of ways.

- **Departmental honor societies**-Most academic departments have an honor society for its majors. Membership is generally by invitation and requires a minimum number of credits in the area as well as a minimum GPA of 3.0. These societies are members of the Association of College Honor Societies.
- **Campus-wide honor societies**-These groups initiate members from all types of academic majors. Requirements for selection usually include a 3.0 minimum GPA and sometimes leadership abilities exhibited through campus and community activity. Some groups accept freshmen, and others only upperclassmen.
- **Other awards**-Many academic departments host honors receptions for their graduating seniors. The university hosts an Honors Convocation for outstanding students in the spring semester. The Summit Leadership Awards recognize students who have excelled in Leadership and Service. The Student Leader Hall of Fame, Unsung Heroes, Program Awards and many others are recognized at this annual spring event. Outstanding student leaders are also recognized through the national *Who's Who Among Students in American Colleges and Universities* and the Summit Awards Ceremony every spring. Students are also recognized for

excellence in academics at the end of each semester with the posting of the Dean's List.

ETSU is your place to shine! Come be a part of the campus academic and co-curricular life.

### **Special Interest Groups**

There are other groups on campus that cannot be labeled with a specific category. These we call "special interest groups." These student organizations meet regularly and participate in projects such as voter registration drives, charity fund-raisers, and hosting speakers.

### **Residence Hall Association (see Housing and Residence Life)**

### **Student Publication**

***East Tennessean*, student-run newspaper:** Published twice a week on Mondays and Thursdays, the newspaper features stories on campus-related news, sports, entertainment, and opinion columns. The *East Tennessean* hires a staff of students, from all fields and interests, who write and edit stories, take photos, sell and create ads, design and lay out the paper, operate the web site, and deliver the print edition.

Your experience at the *East Tennessean* can provide you with hands-on, real-life experience working at a newspaper and a portfolio of published articles, photos, ads, or designs. And, it's great fun! You get to work with a group of students who develop a strong camaraderie.

Interested students are encouraged to apply for staff positions. Activity announcement services are available and letters to the editor are accepted. The newspaper is located in the Culp Center, in exterior Suites A and B. Call 439-5363 for more information.

### **Service-Learning**

ETSU's Service-Learning program offers students the opportunity to combine community service with an academic course. Service-Learning uses community service combined with guided reflection to enrich student learning. The Office for Service-Learning is located in the Center for Community Engagement, Learning, & Leadership, first floor of the D.P. Culp University Center. This office coordinates placements for the Introduction to Service-Learning (SRVL 1020) and Advanced Service-Learning (SRVL 2000) 3 credit courses, and helps establish opportunities in other academic courses. For more information, call 439-8218 or 439-4725.

### **Student Government Association**

The Student Government Association (SGA) is the representative organization of student opinion on campus. SGA strives to relay these opinions to the decision-makers and committees on campus. SGA deals with issues that affect the student body. These issues range from parking, teacher evaluations, and

food service to the quality of student life. SGA sponsors annual projects such as educational programs and funding of student organization special projects. SGA also sponsors Homecoming and two major concerts per year.

SGA represents students through an executive, legislative, and judicial branch. SGA also nominates students to serve on university standing committees. SGA is a member of the Tennessee Intercollegiate State Legislature.

Becoming a member of SGA involves either running for election or making your interest known by filling out an application in the SGA office to fill mid-year openings. Volunteers for various projects are always welcome. The office is located in the Culp Center, lower level, in Suite A of the SORC 439-4253/5325.

### **Buctainment**

Buctainment, is a student organization which selects, plans, and presents entertainment and educational programs for the ETSU campus community. Students can be involved with Buctainment as a committee member, student staff programmer or as an audience member at our many activities and events. Each of our committees specializes in a different program area and offers a wide variety of experience for its members.

Involvement in Buctainment is also a great way to learn and have fun! You will meet new people and make life-long friendships. It is also a great opportunity to explore career options by learning about the technical, business, and marketing side of the entertainment industry.

Events sponsored by Buctainment are open to ETSU students, faculty and staff and their families.

Located in the Student Organization Resource Center (SORC), D.P. Culp University Center, lowest level, phone 439-6828 or e-mail [etsufun@etsu.edu](mailto:etsufun@etsu.edu).

### **Volunteerism/Service**

Volunteer ETSU is a student-organized community service resource center that promotes, organizes and supports a variety of public service opportunities for the campus community. It continues a long tradition of service to the community by students, faculty, staff, and alumni of East Tennessee State University.

Guided by the principal that everyone can serve, Volunteer ETSU promotes volunteerism and coordinates the major service projects and activities for students, encouraging thoughtful experiences in service, and challenging participants to actively address the problems we face as a society.

For more information or to become involved in Volunteer ETSU or any of its numerous projects, call 439-4254 or email at [vetsu@etsu.edu](mailto:vetsu@etsu.edu). Volunteer ETSU

is located inside the Student Organization Resource Center, lower level of the D.P. Culp University Center.

- **America Reads Challenge** – The Center for Community Engagement, Learning, & Leadership staff hires, trains, and places federal work-study students at schools and community centers in Johnson City and its surrounding counties to provide one-on-one and small group instruction to children who read below the third-grade level. Through this outreach to the community, local children and youth receive personalized tutoring needed in order to excel in reading thus boosting their confidence, motivation and overall academic achievement. Tutors become actively engaged in the child's learning experience, gaining valuable skills and abilities that will positively affect their own future endeavors. For more information contact the Center for Community Engagement, Learning, and Leadership at 439-5675 or email [amreads@etsu.edu](mailto:amreads@etsu.edu). Students who do not receive federal work-study funds may serve as volunteers.
- **Alternative Spring Break** – Alternative Spring Break places teams of students in communities to engage in service and experiential learning during the traditional spring break period. Students perform short-term projects for community agencies and learn about issues such as literacy, poverty, racism, hunger, homelessness and the environment. The intensity of the experience increases the likelihood that participants will transfer the lessons learned onsite back to their own communities after the break ends.

Examples of past trips students have organized are: repairing homes of low-income families in Charleston, South Carolina, providing various aid to residents of New Orleans in response to Hurricane Katrina and most recently serving as companions and assistant to families of children with serious medical conditions and restoring the home of a Mississippi Civil Rights Movement hero for use as a Civil Rights Museum and Education Center. A small fee of no more than \$150 supports transportation, lodging, and most meal expenses. For an application or for more information, contact the Student Organization Resource Center at 439-6633.

- **Up 'til Dawn** – Through the collaborative efforts of ETSU students, faculty/staff and the local community, Up 'til Dawn seeks to provide the patients of St. Jude Children's Research Hospital the opportunity of life. Student-led efforts educate the community about St. Jude while raising vital funds through a variety of fund-raising activities. The campus celebrates its fund-raising achievement by hosting a final event bringing the entire campus community together for a night of fun, food and fellowship. For more information or to become actively involved in this program, contact the Student Organization

Resource Center, D.P. Culp University Center, lower level, 439-6633  
or email [serve@etsu.edu](mailto:serve@etsu.edu)

**Black Affairs** is an organization that is open to all students at the university. It serves as a source of encouragement for students to become involved in various campus-wide activities. The primary purpose of the organization is to provide a wholesome and supportive environment where students of color are able to interact and participate in activities together. The Black Affairs Association sponsors many major events and activities throughout the year. They host the most attended homecoming event, the Annual Homecoming Comedy Show, which features comedians from BET's ComicView. This group has many outstanding achievements, including awards in multicultural and social programming for the campus.

**Gospel Choir** is an organization that offers students an opportunity to sing songs of praise. The Choir is comprised of a diverse group of students that display their talents on campus, area colleges, universities, and local schools. They perform at community events, civic organizations, and churches throughout the southeast region. A Praise Dance Team also accompanies the choir and performs at various events. The choir presents two major concerts on the campus during the academic year. In the spring semester, they attend and compete at an annual national leadership conference.

The Gospel Choir offers a Public Performance Scholarship that is equal to the amount of out-of-state tuition fees. The scholarship is available to full-time incoming freshman, transfer, and graduate students only. Recipients must participate in the ETSU Gospel Choir and maintain satisfactory academic standing. For more information about the Public Performance Scholarship, please contact Laura Terry at (423) 439-4210 or download scholarship applications from the web site at [www.etsu.edu/multicultural](http://www.etsu.edu/multicultural). Click on Scholarships; follow the instructions to print, and mail the completed application to the Office of Multicultural Affairs.

## **Transfer Student Services**

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The process of transferring from one college to another can often be confusing and sometimes even overwhelming. The office of Adult, Commuter and Transfer Services (ACTS) understands that successfully transferring to ETSU means more than getting a good schedule of classes. As such, this office serves as a vital source of information, referral and advocacy for those students who have begun their pursuit of a higher education degree at another university or at a community college. In partnership with other university offices and academic departments, ACTS will help facilitate the transition of transfer students into the ETSU community and support their continued efforts toward degree completion.

The transfer student services component of ACTS, as an office within the Division of Student Affairs, networks with the following offices/representatives in providing transfer students with the assistance and services they need to succeed at ETSU:

1. Office of Undergraduate Admissions
2. Office of Undergraduate Student Advisement
3. Office of Transfer Articulation
4. Offices in the Division of Student Affairs
  - Campus Recreation
  - Career and Internship Services
  - Community Engagement, Learning and Leadership
  - Counseling Center
  - D.P. Culp University Center/ID Services
  - Housing and Residential Life
  - Orientation
  - Office of Disability Services
  - Office of Multicultural Affairs
  - Student Organization Resource Center
  - Student Publications
5. Representatives from the various Colleges and Academic Departments within ETSU

Visit our web site at [http://www.etsu.edu/students/acts/transfer\\_students.htm](http://www.etsu.edu/students/acts/transfer_students.htm) for more information!

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## University Center

The D.P. Culp University Center serves as the hub for a variety of social, recreational, and organizational activities. These include meeting rooms, the Campus ID System, student services offices, Community Engagement, Learning and Leadership, Buctainment, five food service areas, the BucMart, Bookstore, Post Office, lost and found, ballroom, and auditorium. Hours: Monday-Friday, 8 a.m. - 10 p.m., Saturday and Sunday, 10 a.m. - 10 p.m. The main office of the Culp Center is located on the middle level, 439-4286.

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## Veterans' Affairs

Veterans' Affairs administers service members', veterans' and certain dependents of veterans' federal education benefit programs. To receive benefit payments, eligible student beneficiaries must have been found eligible and each semester have their enrollment certified by the United States Department of Veterans Affairs (USDVA) St. Louis Regional Processing Office by contacting Veterans' Affairs and completing required forms.

Student beneficiaries making an initial application to programs must provide "Member Copy 4" of Department of Defense (DD) Form 214, *Certificate of Release or Discharge from Active Duty*, and copies of any supplemental

education benefits documentation. If the student is a member of the National Guard or Reserve, submit Department of Defense Form 2384, *Notice of Basic Eligibility*. If the reserve force member has been mobilized since September 11, 2005, he/she must submit a copy of their most recent DD Form 214. Students who are dependents of permanently, totally and service-connected disabled or deceased veterans should provide a USDVA Disability Rating Decision, if available, birth certificate, and if a step-child or dependent spouse, a copy of the veteran's marriage license. All undergraduate student beneficiaries or any student seeking academic credit for military service should request a military registry transcript from the respective branch of service.

Further information on programs may be obtained by contacting Veterans' Affairs located within the Office of the Registrar in 101A Burgin E. Dossett Hall. The office can be reached at 423-439-6819.

## **WETS Cable FMTV**

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WETS Cable FM ETSU's Radio Alternative, "THE EDGE" is the student radio station on campus. The format is Adult Album Alternative and provides a unique blend of popular college-oriented music. The station also airs local news, sports and specialty programming. WETS Cable FM can be heard on campus cable channels 11 and 13 and airs programming 24 hours a day year round. For more information, call 439-7574.

WETS Cable TV is the student television station on campus. WETS Cable TV airs college-oriented programming from 4 p.m. until 9 p.m. Monday through Thursday on campus cable channel 11. ETSU student-produced programming is shown as well as programming from National Lampoon. For more information, call 439-4176.

## **University Policies**

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### Students' Bill of Rights

Students along with faculty, staff and administrators are all members of the East Tennessee State University community. Inherent with such membership is the responsibility to conduct oneself reasonably to maintain a civil community, which respects the rights of all individuals.

The student has certain rights guaranteed by the Federal and State Constitutions or statutorily created legislation including:

1. freedom of inquiry, freedom of speech and freedom of expression that is respectful or sensitive to the rights of individuals;
2. the right to peaceably assemble, in accordance with federal, state, local and ETSU regulations;
3. religious freedom and a clear division of church and state;
4. freedom from unreasonable search and/or seizure of person, or personal property;

5. freedom from discrimination or harassment on the basis of sex, age, race, color, religion, national origin, or other protected status;
6. the right to privacy, including the maintenance of confidential records in accordance with provisions of the Family Educational Rights and Privacy Act of 1974 and 1975, qualified by the Tennessee Public Records Act;
7. the right to due process.

The Tennessee Board of Regents grants additional rights including:

1. the right to due process in disciplinary procedures of the university, including written notification of charges, an explanation of procedures, a hearing before an appropriate administrator or committee;
2. the right to expeditious review of disciplinary sanctions upon appeal;
3. the right to participate in the decision-making process of the university through the Student Government Association, other student governance organizations, and membership on university standing and advisory committees;
4. the right to affiliate with officially registered student organizations if the membership requirements of those organizations have been met, and the right to seek to establish, through official procedures, additional student organizations of their choosing.

East Tennessee State University acknowledges that students have a legitimate expectation that:

1. classes meet as scheduled; and begin and adjourn on time;
2. course requirements are clearly specified;
3. the instructor is prepared for class and possesses both oral and written communication skills;
4. paper project grades and test results are received in a timely manner;
5. information about progress in coursework is provided;
6. the instructor is qualified to teach the subject matter.

Additionally, students have the right to expect:

1. accurate information concerning institutional services, regulations, policies and procedures, in published form;
2. representation in the university governance system;
3. sound and accurate academic advice, information regarding courses required for graduation and their schedule sequence;
4. reasonable notice of any changes in academic requirements or programs and assurance that such changes will not be made in a way that unduly impedes the academic progress of the student already enrolled;
5. flexibility in course scheduling (by dropping and adding) or withdrawing within university guidelines;
6. information about the various types of financial assistance available;
7. freedom to evaluate courses, programs and services and provide input to appropriate segments of the campus administration.



### **Alcohol**

It is the policy of this university that the unlawful manufacture, distribution, possession, use of alcohol and illicit drugs on the ETSU campus in the workplace (on or off campus), on property owned or controlled by ETSU, or as part of any activity of ETSU is strictly prohibited. All employees and students are subject to applicable federal, state, and local laws related to this matter. Additionally, any violation of this policy will result in disciplinary action.

### **AIDS Policy**

It is the general position of ETSU to permit students and employees who have been diagnosed as having AIDS to attend classes and/or work to the degree that they are physically capable subject to a physician's approval. Students will not be required to respond to questions about whether they have AIDS related complex (ARC) or a positive Human Immunodeficiency Virus (HIV) antibody test. Any information disclosed, however, will be treated with utmost confidentiality. There generally is no medical justification for restricting the access of ETSU faculty, staff, and students with AIDS, ARC or positive HIV antibody test to any of the university facilities.

A complete copy of the ETSU policy is available from the Director of the Student Health Clinic at 439-4225.

Students are urged to inform ETSU authorities if they have AIDS, ARC or a positive HIV antibody test in order that the institution can assist them in securing proper medical care, counseling and education if needed. Students are advised to contact the Director of Student Health Service at 439-4225.

Where is help available?

- The Student Health Services, Roy Nicks Hall, 439-4225.
- The Counseling Center, D.P. Culp Center, 439-4841

### **Harassment**

East Tennessee State University desires to maintain an environment, which is safe and supportive of students and employees and to reward performance solely on the basis of relevant criteria. Accordingly, the university will not tolerate harassment of students or employees.

Sexual harassment and racial harassment have been held to constitute a form of discrimination prohibited by Title VII of the Civil Rights Act of 1964, as amended and Title IX of the Educational Amendments of 1972. Other types of harassment are prohibited by applicable law. An institution or school may be held liable pursuant to Title VII and/or lose federal funds pursuant to Title IX for failure to properly investigate and remedy claims of sexual or racial harassment.

**Other forms of harassment...**

Harassment on the basis of religion, handicap, or other protected status includes any conduct which has the purpose or has the reasonably foreseeable effect of interfering with an individual's academic efforts, employment or participation in institutionally sponsored activities. Such harassment also includes any activity which creates an intimidating, hostile, or demeaning environment. See [Spectrum](#) for additional details.

You may report the situation directly to Mary Jordan, Special Assistant to the President for Equity and Diversity/Affirmative Action Director, Office of the President, Rm. 206 Burgin E. Dossett Hall (Administration Building), 439-4211. When the charge of harassment is by one student against another student the complaint should be filed with the Dean of Students, Dr. Joe Sherlin, Student Affairs Office, D.P. Culp University Center, third floor, 439-4210.

**Parental Notification Policy**

In addition to other disciplinary action, the university reserves the right to notify the parents or legal guardians of a student who is younger than 21 and is found guilty of violating federal, state or local laws governing use or possession of alcohol and drugs when it is believed that such behavior poses a serious threat, either by the severity or repetitive nature of the behavior, to the welfare of that student or others in the community. The implementation of parental notification will be at the discretion of the Dean of Students.

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

Effective August 11, 2008, East Tennessee State University will be tobacco free. Smoking or other tobacco use will be prohibited on the campus except in private vehicles.

## Glossary

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

**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.

**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).

**Buckley Amendment/FERPA** (Family Educational Rights and Privacy Act) - Protects the student's right to privacy.

**Building Codes** - University building abbreviations.

**Bursar** - The Bursar's Office normally collects and credits all fee payments, library and parking fines, and disburses (pays out) any financial aids. 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 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.

**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.

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

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

**Discover Program** - 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.

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

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

**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.

**General Education Core** - see Core.

**GoldLink** – ETSU's online system for class registration and fee payment.

**Goldmail** – ETSU's email account that all students receive.

**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.

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

**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.

**Intensive Courses** - Courses which fulfill the general education core Writing Intensive, Communicating Orally, and Using Information Technology requirements. These courses are indicated in the Schedule of Classes each term.

**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.

**Post Office Boxes** - Located lower level 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.

**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)

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

**Schedule of Classes** - Printed each term, the Schedule of Classes contains a listing of all courses offered for a specific term as well as information regarding registration, advisement, fee payment and deadlines, and other important dates on the academic calendar.

**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

**Spectrum** - The Spectrum is the official Student Handbook. Printed with the telephone directory, the Spectrum provides an “a” to “z” listing of student services and resources.

**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: [www.etsu.edu/reg/syllabus.htm](http://www.etsu.edu/reg/syllabus.htm))

**1040** - Federal Income Tax Report

**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](http://www.state.tn.us/tsac) for details.

**TBR** (Tennessee Board of Regents) - Governing board for ETSU.

**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.

East Tennessee State University is a Tennessee Board of Regents institution and is fully in accord with the belief that educational and employment opportunities should be available to all eligible persons without regard to age, gender, color, race, religion, national origin, disability, veteran status, or sexual orientation. TBR 260-074-07 3.5M.

# CHECKLIST

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## **I have completed the following things:**

- ☐ Received a copy of my schedule and checked it for accuracy.
- ☐ Had my I.D. made.
- ☐ Picked up my application for financial aid if I have not already applied.
- ☐ If applicable, applied for housing and paid housing deposit.
- ☐ Selected meal plan, if desired. (Signed up for Resident Advantage Plan, which includes my housing.)
- ☐ If Residence Hall student, received my tentative post office box number and have my card for future validation.
- ☐ Received goldmail information about how to activate my account.
- ☐ Signed up to attend Preview Program in August, if desired. (Open to all new students under the age of 23.)
- ☐ Turned in my health form with measles inoculation documentation, if I haven't already (Exemption: students who attended a Tennessee elementary or secondary public school after July 1, 2001 are presumed to have both MMR doses and proof of immunization is not required.)
- ☐ Completed Hepatitis and Meningitis Immunization Waiver form.
- ☐ Completed Orientation Evaluation.

## **I know that I will need to do the following things between now and when school begins:**

- ☐ Pay fees prior to the fee payment deadline. See "Finances" section of this handbook for details.
- ☐ Keep current with my housing application, assignments and roommate.
- ☐ Follow any instructions mailed to me from the Financial Aid Office.
- ☐ Purchase textbooks.
- ☐ Checked the Student Organization Resource Center web site at [www.etsu.edu/sorc](http://www.etsu.edu/sorc) about getting involved on campus or joining a student organization if desired.

# East Tennessee State University

## 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.