Roane State CC Logo

Adjunct Faculty Handbook



2019 – 2020

# Message from the Vice President for Student Learning

The quality of education at Roane State Community College is dependent on the quality of instruction. The interaction between faculty and students is an important ingredient in the educational experience and is evidenced by our guidelines regarding the availability of faculty for student contact outside of the classroom. We feel strongly that learning occurs not only within the traditional learning environment, but can occur equally as well through independent research and the open exchange of ideas.

Adjunct instructors at RSCC play a critical role in determining whether our college students succeed or fail in their attempt to accomplish their educational goals. Your credentials are evaluated using the same criteria that are used for our full-time faculty and your experiences in business and industry bring special expertise to the classroom. We want you to know how much your services are valued!

The administration, faculty, and support staff at Roane State will assist you in providing a successful educational experience for our students. The Dean of the division in which you are teaching is an experienced faculty member and can provide you with counsel on college policy and procedures. The division Dean can assign a mentor to assist you with the transition to teaching at Roane State. Furthermore, all of Roane State’s instructional support services are available to you; please do not hesitate to ask for help in any area to improve the quality of your teaching.

The Adjunct Faculty Workshop is held before the fall semester begins. You are encouraged to attend this session to meet with your division Dean and to attend specific training sessions. Other professional development opportunities are available during the academic year and will be announced by e-mail and/or on the [RSCC Website](http://www.roanestate.edu/). Each adjunct is issued a Roane State email address which needs to be checked at a minimum once per week. This is an official communication method and used regularly in accordance with RSCC Policy GA-18-05. All RSCC policies can be found on the Roane State web page under Human Resources.

The Adjunct Faculty manual and the college catalog provide general information and procedures that may affect you and your students. This manual is also on the RSCC website on the Adjunct Faculty web page. If I may be of assistance to you at any time, please do not hesitate to contact me at 865-882-4513 or by sending e-mail to [wardd@roanestate.edu](mailto:wardd@roanestate.edu).

Dr. Diane Ward

Vice President for Student Learning

# **Academic Divisions**

**Health Sciences** Dr. Patricia Jenkins, Dean

[jenkinsp@roanestate.edu](mailto:jenkinsp@roanestate.edu)

(865) 882-4594

Tammy Robinette, Administrative Secretary

[robinettetj@roanestate.edu](mailto:robinettetj@roanestate.edu)

(865) 882-4594

Vickie Pittman, Administrative Secretary

[pittmanvm@roanestate.edu](mailto:pittmanvm@roanestate.edu)

(865) 882-4594

**Humanities** Dr. Myra Peavyhouse, Dean

[peavyhousem@roanestate.edu](mailto:peavyhousem@roanestate.edu)

(865) 882-4567

Denise Cloyd, Administrative Secretary

[cloyddj@roanestate.edu](mailto:cloyddj@roanestate.edu)

(865) 882-4567

**Mathematics & Science** Bruce Cantrell, Interim Dean

[cantrellbe@roanestate.edu](mailto:cantrellbe@roanestate.edu)

(865) 882-4533

Kathy Voiles, Administrative Secretary

[voilesk@roanestate.edu](mailto:voilesk@roanestate.edu)

(865) 882-4533

**Social Science, Business, & Education** Dr. Don Lanza, Dean

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(865) 882-4582

Tammy Guge, Administrative Secretary

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(865) 882-4582

**Vice President for Student Learning** Dr. Diane Ward, Vice President

[wardd@roanestate.edu](mailto:wardd@roanestate.edu)

(865) 882-4513

Cathy Smith, Administrative Assistant II

[smithcc@roanestate.edu](mailto:smithcc@roanestate.edu)

(865) 882-4513

Donna Grigsby, Secretary III

[grigsbyd@roanestate.edu](mailto:grigsbyd@roanestate.edu)

(865) 882-4513

# **Site Campus Directory**

**Campbell County** (423) 562-7021 Tracy Powers, Director

[powerstl@roanestate.edu](mailto:powerstl@roanestate.edu)

Vacant, Technical Clerk

**Cumberland County** (931) 456-9880 Holly Hanson, Director

[hansonha@roanestate.edu](mailto:hansonha@roanestate.edu)

Allison Brendel, Technical Clerk

[brendelag@roanestate.edu](mailto:brendelag@roanestate.edu)

Stan Tabor, Technical Clerk

[taborsl@roanestate.edu](mailto:taborsl@roanestate.edu)

**Fentress County** (866) 462-7722 ext. 4625 Tinisha Key, Director

[keytd@roanestate.edu](mailto:keytd@roanestate.edu)

Peggy Johnson, Technical Clerk

[johnsonpa3@roanestate.edu](mailto:johnsonpa3@roanestate.edu)

**Knox County** (865) 539-6904 Kirk Harris, Director

[harrisk@roanestate.edu](mailto:harrisk@roanestate.edu)

Lisa Smith, Technical Clerk

[smithla@roanestate.edu](mailto:smithla@roanestate.edu)

**Loudon County** (865) 986-1525 Susan Williams, Director

[williamssm@roanestate.edu](mailto:williamssm@roanestate.edu)

Yvonne Toon, Technical Clerk

[toonyr@roanestate.edu](mailto:toonyr@roanestate.edu)

**Morgan County** (423) 346-8700 Michelle Adkisson, Director

[adkissonml@roanestate.edu](mailto:adkissonml@roanestate.edu)

Melanie Hensley, Secretary III

[hensleyma@roanestate.edu](mailto:hensleyma@roanestate.edu)

**Scott County** (423) 663-3877 Sharon Wilson, Director

[wilsonsw@roanestate.edu](mailto:wilsonsw@roanestate.edu)

Charlotte Shelton, Secretary

[sheltonca@roanestate.edu](mailto:sheltonca@roanestate.edu)

**Oak Ridge Branch Campus** (865) 481-2000 Owen Driskill, Executive Director

[driskillo@roanestate.edu](mailto:driskillo@roanestate.edu)

Sandy Vann, Administrative Assistant

[vannsl@roanestate.edu](mailto:vannsl@roanestate.edu)

Mariella Akers, Faculty Secretary

[akersm@roanestate.edu](mailto:akersm@roanestate.edu)

## Other Departments

Counseling and Disability Services Oak Ridge – (865) 481-2003

Center for Teaching Arts & Technology (865) 882-4556

Financial Aid (865) 882-4545

Help Desk (865) 354-3000 ext. 4357

Learning Center Roane County – (865) 882-4677

Oak Ridge – (865) 481-2026

Library Roane County – (865) 882-4553

Oak Ridge – (865) 481-2004

One Stop (865) 882-4523

Records & Registration (865) 882-4526

Security (865) 882-4500

Student Services (865) 882-4550

Workforce Training & Placement (865) 882-4695

# **Helpful Information**

If you are teaching at a site campus, check with the site director for additional information pertaining solely to that site.

## **Academic Calendar**

You will find the [academic calenda](http://www.roanestate.edu/catalog/?id=63)r for each semester in the front of the college catalog. It is important to note the dates for breaks and holidays for syllabus planning. Academic Festival is held each spring for area high school students. Day classes are cancelled, but night classes meet as scheduled. The date is announced via e-mail.

## **Address Change**

If you have an address change, please contact your division secretary and the [Human Resource office](http://www.roanestate.edu/?5574-Human-Resources-Office) and fill out a Human Resource Action form noting the change.

## **Administering Exams**

Secretaries and non-professional staff are not permitted to administer exams.

## **Dismissing Classes Early**

Classes are to be held for the assigned period of instruction. Any deviation must be arranged with the division Dean. If you have a change in your scheduled meeting time, please inform the person in charge of the location at which you are teaching.

## **E-Mail Accounts**

Adjunct faculty must apply for a temporary email account. Contact the Dean of your division and/or the division secretary for the proper forms. Email is the official communication method. Check you Roane State email a minimum of twice per week and preferably daily.

## **Office Hours**

Discuss office hour arrangements with the Dean. Plan to be available for an average of one and one-half hours per week for student consultations for each 3-hour class taught. Arrange to arrive early or remain after class for student consultations. Office hours should be posted on the office door and included in the syllabus.

## **Parking**

Please follow signs designated for faculty/staff parking.

## **Paycheck / Direct Deposit**

If you have problems receiving your direct deposit, contact the Payroll office at (865) 882-4518.

## **Photocopying**

All faculty members should limit photocopying to a reasonable amount due to budget limitations. For large photocopying needs, please ask the division secretary or Dean for suggestions.

* Main Campus - Contact your academic division secretary at least 48 hours in advance of the date you need your materials. The secretary and/or the division Dean will assist you with materials preparation.
* Oak Ridge - Faculty in Oak Ridge are asked to complete a "Faculty Work Order Form." Please allow at least 48 hours on all requests. Completed jobs will be placed in your mailbox.
* Site Campuses - Site Campus secretaries perform typing and photocopying services on a limited basis.

## **Placement**

Roane State's Placement Office assists students and graduates seeking part-time and/or full-time employment. Job announcements are disseminated to students via email and the web. The Placement Office assists students in resume preparation, letter writing and interview skills on an individual basis or in groups.

## **Posting Grades**

Faculty cannot post grades by social security number or code names. Please be aware that secretaries cannot give out grades over the phone, even with your permission.

## **Courier Service**

RSCC courier service runs daily from the Roane County Campus to all of the surrounding site campuses. Since site campus mail is brought back to the Roane County Campus to be sorted and sent out the following day, please allow an extra day for the package to reach the other site campuses. Please make sure your materials are in the courier box approximately one hour before the courier's arrival time. A quicker method to distribute student assignments and/or homework is to use the course management system (Momentum/D2L). For more information, contact CTAT at extension 4556. Below is the courier schedule:

| **Location** | **Arrival** | **Departure** |
| --- | --- | --- |
| Roane County | N/A | 7:30 am |
| Morgan County | 8:00 am | 8:15 am |
| Loudon County | 9:00 am | 9:15 am |
| Knox County | 9:30 am | 9:45 am |
| Oak Ridge Branch Campus | 10:00 am | 10:45 am |
| Campbell County | 11:00 am | 11:30 am |
| Scott County | 12:00 pm | 12:30 pm |
| Fentress County | 1:15 pm | 1:30 pm |
| Cumberland County | 2:00 pm | 2:30 pm |
| Roane County | 3:15 pm | N/A |

## **Scheduled Classroom**

If a classroom is not suitable for the class, please contact the division secretary. Instructors teaching at a site campus should contact the site administrator or secretary at that location.

## **Smoking**

Students are not allowed to smoke inside public school buildings. Smoking is only permitted in designated smoking areas.

## **Teaching at a Site Campus**

Each site administrator will provide you with site-specific information. Please meet with him or her concerning specific questions about teaching at that location.

## **Teaching Load**

The Tennessee Board of Regents (TBR) will not allow adjunct faculty to teach a load similar to that of full-time faculty. RSCC’s policy is a maximum of 24 workload hours a year. Since it is often not possible to determine how many classes need to be covered by adjunct faculty until soon before classes begin, it is best to not plan financial obligations around previous semester teaching loads.

## **Textbook and Syllabus**

Adjunct faculty must use the assigned text unless special permission is obtained from the Dean. Roane State has adopted a [standard syllabus template](http://ctat.roanestate.edu/accessibility/) to be used in all courses. Please contact your division dean and division secretary for more information on this template.

# **What’s First?**

## **Before Classes Begin**

* Complete and return the following forms to the Dean of your division. These forms must be on file before your waged can be deposited.
  + W-4
  + I-9
  + Payroll Distribution
  + Official Transcript
  + Roane State Employment Application/Resume
* If on a temporary contract, the contract must be signed and returned in order to be paid.
* Obtain desk copies of your textbooks, course outline and syllabus from your division.
* Locate the classroom and exact time of the class.
* Check with the division secretary on the exact procedure to obtain a grade book and/or supplies you will need. A grade book or an alternative method such as an Excel Spreadsheet must be used to record grades. Information on the availability of detailed student grading records is at the discretion of the division Dean. A copy of the grades may be required if you will not be available at the end of the semester.
* Read the catalog to know the mission, rules, and regulations of the college.
* Include in the syllabus your class policies. Make sure your contact information is present including your home phone if you wish students to contact you at home. Secretaries will not give out home numbers. Include the division’s course competencies.
* Distribute a syllabus and outlines indicating course objectives and competencies to the Dean of your division, your division secretary and students the first day of class.
* If teaching a lab course, review safety procedures.
* When needing to schedule audio-visual software and/or equipment, notify the Help Desk (x4357) at least two days in advance, or notify the site administrator at your teaching site.
* Locate the mailbox for internal communications.
* Check the calendar in the college catalog for holidays, due dates, etc.
* Plan for office hours.

## **First Class Meeting**

* Check your [class roll](http://www.roanestate.edu/webfolders/SMITHCC/Raidernet%20Instructions%20for%20LDA%20Class%20Rosters%20and%20Grades.pdf) in Banner for spellings, omissions and section numbers.
* Students not listed should provide documentation from the [Records Office](http://www.roanestate.edu/?5365-Records-and-Registration) before being allowed to remain in class. Students cannot change sections of the same course without following the drop/add procedure.
* If the student has no confirmation, direct the student to the Records office.
* Provide each student with a copy of the course syllabus containing the rules and procedures and objectives of the class. You may want to ask the students to sign a list stating that they have received these materials. This reduces the possibility of complaints from students that they didn't know what to expect. Also give each student a copy of the list of student competencies expected of all RSCC graduates.
* Explain the drop/add procedure and deadlines for the class.
* Ask students to inform you privately about any problems of which you should be aware. Have a private discussion with each student who has an Accommodation Plan Form. If you have questions about accommodations, please contact Counseling and Disability Services . It is inappropriate to ask a student if he/she has a disability. It is also inappropriate to ask the student with an Accommodation Plan Form the nature of his/her disability. If you think a student may have a disability or is struggling in some way, please contact Counseling and Disability Services.
* Remind the class about any course prerequisites.
* Remind students to pick up their Student I.D.'s in the Harriman One Stop (Roane County Campus), Oak Ridge One Stop (Oak Ridge Campus), Cumberland County Front Desk (Cumberland County Campus), or Scott County Front Desk (Scott County Campus). This should be done during the first week of classes.
* Please log in to Banner Self Service after class and [report attendance](http://www.roanestate.edu/webfolders/SMITHCC/Raidernet%20Instructions%20for%20LDA%20Class%20Rosters%20and%20Grades.pdf) after your first class meeting. This will ensure your students receive their financial aid on time.

## **During the Term**

* Instructors should access their class rosters through Banner at the beginning of the term and throughout the semester.
* Please verify class rolls for accuracy and notify the Records Office if there is a problem.
* You will also be asked by the Financial Aid Office two times during the semester to verify attendance of students. Directions will be provided by your division secretary.
* Measure student progress on a regular basis throughout the term.
* Contact your division Dean to discuss any questions you may have.
* Notify the division Dean, secretary, and the administrator at the teaching site if you must miss a class session. Arrangements should be made in advance to cover the class.
* Complete the student evaluation of instruction, as directed.
* Be available for an average of one and one-half hours per week for student assistance for each 3-hour class taught. Arrange to arrive early or remain after class for student meetings. Post your office hours on the office door.
* If your class will be participating in any activity which may involve a degree of liability (ex. field trip), have the students sign a Hold Harmless Agreement. Send the agreements to the Dean of Students to be kept on file.

## **At the End of the Term**

* Give a final exam or other activity. If cumulative, follow the College’s exam schedule. The exam schedule is distributed via e-mail during the semester. A copy of the exam should be given to the division Dean and secretary.
* Access Banner on the appropriate date and post final grades.
* Turn in all college materials to the division Dean.

## **Adjunct Pay**

The following rate of pay has been approved for the 2019-2020 academic year:

| Education Credential | Rate Per Hour |
| --- | --- |
| Doctorate | $616.50 |
| Masters | $591.50 |
| Bachelors | $566.50 |
| Associates | $539.50 |

The pay schedule for part-time faculty for the 2018-2019 academic year is listed as follows:

**Fall 2019**

September 30, 2019

October 31, 2019

November 30, 2019

December 31, 2019

**Spring 2020**

February 28, 2020

March 31, 2020

April 30, 2020

May 29, 2020

All payroll checks are direct deposited to your bank account. Please remember, your pay will be withheld if all paperwork is not complete.

## **Travel Reimbursement**

The salary supplements for adjunct faculty travel are listed below for your information. The rates assume courses meet for the full term of the semester. Special rates apply to alternative scheduling and the summer term. For example, a faculty member who teaches an eight-week class during the summer will receive one-half of the amount listed in the table below. If teaching a class which meets for four weeks, the faculty member would be paid one-fourth of the amount indicated below. Amounts will be prorated for other courses which meet for a shorter period of time.

| **Miles Driven Per Week** | **Amount** |
| --- | --- |
| 50 – 99 | $170.00 |
| 100 – 149 | $330.00 |
| 150 – 199 | $500.00 |
| 200 – 249 | $660.00 |
| More than 250 | $830.00 |

Note that these amounts are total for the semester and will be paid in 4 equal payments on the scheduled regular pay dates. For example, travel reimbursement of $170 would be $42.50 per paycheck in addition to regular pay. Some divisions use independent sources, such as [Google Maps](https://www.google.com/maps), to check mileage from your teaching site to your home in order to calculate travel.

## **Class Rolls, Attendance and Records**

Faculty members should access their [class lists](http://www.roanestate.edu/webfolders/SMITHCC/Raidernet%20Instructions%20for%20LDA%20Class%20Rosters%20and%20Grades.pdf) via Banner frequently during the semester to check for proper registration of students attending each class. Particular attention should be given to the accuracy of class lists after the add period is over. Class lists should be carefully reviewed after the add deadline and corrections or discrepancies should be reported to the Records Office by the faculty member. Any student in the class at that time, not listed on the class list, must be sent to the Records Office to clarify the discrepancy. Students must be fully registered before they are allowed to attend any class. It is the responsibility of the faculty member to see that the student clears any discrepancy in his/her registration status. The Records Office will notify the faculty member of the admission status of such a student. Faculty will be notified by email each semester of the dates that Banner will be open for grading. During this period faculty can enter Banner and record grades for their assigned classes. No final grades may be reported for students whose names do not appear on the official roll. Faculty members must maintain accurate rolls at all times.

## **RSCC Grading System**

Adjunct faculty should adhere to [grading scale](http://www.roanestate.edu/catalog/?id=235) guidelines established for the course or the department. These guidelines should be clearly stated on the course syllabus.

Refer to the RSCC catalog for a listing of acceptable grades. The markings which may appear on the grade report and/or transcript are as follows:

AU Audit, no grade or credit

FA Failure, Attendance Based

I Incomplete

P Passing

W Withdrawal

Review the rosters for accuracy and make certain students do not attend class unless their names are listed on the roster. If for some reason a student's grade must be changed, discuss the change with the appropriate division Dean.

## **Library Services**

The RSCC Libraries help adjunct faculty provide high-quality instruction to students. The library offers a diverse collection of information resources in a variety of formats: print books; eBooks; magazines and academic journals; electronic databases; websites and more. To learn more about resources available at your RSCC libraries, please visit the [Library Website](http://library.roanestate.edu/home).

The online catalog provides a complete listing of resources available at all RSCC library locations. Books and copies of articles may be requested for courier delivery to any RSCC campus location. Requests may be placed by phone, [email](mailto:librarystaff@roanestate.edu?subject=Item%20Request), or via [web form request](http://library.roanestate.edu/c.php?g=671496&p=4747852).

Other services include:

* Library tours/instruction – Bring a class to the library or schedule a classroom visit
* Research assistance
* Help finding articles and other supplemental instructional material
* Wireless internet access
* Laptops (available for checkout to students and staff)
* Interlibrary loan
* TBR/TALC Borrower card – Gives borrowing privileges at UT, Knoxville; Tennessee Technological University; and other TBR-affiliated community college libraries.

# **Student Academic Services**

## **Academic Advising (882-4597)**

The Advising Resource Center (ARC) staff serves as a resource to Success Coaches and Faculty Advisors as they advise students.  Upon admission to the college, students will be assigned a Success Coach for initial advising and student support services.  After 1-2 semesters, the student will transition to a faculty advisor who specializes in the student’s major or area of study.

Staff in the ARC are responsible for the DegreeWorks audit system, assigning faculty advisors, specialized AHS/NSG Advising for students in a candidate status, class scheduling, academic program planning and catalog updates, advising special populations and activities regarding articulation and transfer to 4-year colleges and universities. Staff are available on the Roane and Oak Ridge campuses.

## **TN eCampus (882-4602)**

Roane State offers associate degrees on the web with the assistance of other Tennessee Board of Regents schools. The [TN eCampus site](http://www.tnecampus.info/) has a current listing of the degrees offered.

TN eCampus courses are offered via the learning management system D2L. Some courses require two tests to be taken at the Testing Center. Testing Centers are conveniently located at the main campus (Harriman) and at the branch campus in Oak Ridge. Students contact the testing center to set up proctoring appointments.

## **Center for Teaching Arts and Technology (CTAT) (882-4556)**

The [Center for Teaching Arts and Technology](http://ctat.roanestate.edu/) is located on the second floor of the library on the Roane County Campus. CTAT is the point of contact to get assistance for instructional technology needs, assistance with electronic course materials, or training in instructional software and D2L/Momentum, the college’s learning management system. The Center provides services that can be broken into the following categories: instructional technology support, distance learning support, and training.

* **Distance Education**

Distance Education coordinates flexible and convenient educational opportunities through web courses including the Regents Online Degree Program and other non-traditional student programs.

* + **Web Courses**

Web courses at RSCC are taught using Momentum (D2L). Some courses require on campus testing, while others may not. Check the syllabus for detailed information.

* + **Distance Education Support**

The distance learning support component of CTAT is responsible for assisting faculty with online (D2L/Momentum) courses, as well as for web-enhanced on-ground courses.

* **Instructional Technology Support**

The instructional technology support component of CTAT is responsible for assisting faculty in the development of multimedia content and course materials. The CTAT staff is also available to assist with the creation of course materials such as podcasts and learning objects.

Check out the [CTAT website](http://ctat.roanestate.edu/) for more information and assistance.

## **The Learning Centers and Learning Support (882-4677/481-2026)**

The [Learning Centers](http://www.roanestate.edu/?6143-Learning-Center) provide free learning assistance to Roane State students, faculty, staff, and service-area community members. The tutors specialize in math, writing, science, foreign languages, and study skills.

There are Learning Centers on the Roane County Campus (second floor of the Library) the Oak Ridge Campus, and on the Cumberland County Campus (room 159). Tutoring is also available at our other sites.

The Learning Centers operate on a walk-in basis and do not require students to schedule appointments for each tutoring session. Subject-specific tutor schedules are posted at each location.

For the most up-to-date scheduling information, please visit the [Learning Center website](http://www.roanestate.edu/learningcenter).

Tutors at each location range from students with a grade point average of 3.5 or higher in their subject area (with an overall GPA of at least 3.0), to tutors who have obtained Bachelor’s and Master’s degrees in their field. All tutors are required to attend 3 training sessions per semester and are therefore adequately prepared to work with a wide variety of student learners.

* Tutoring in Math, Science, and Other Disciplines

Learning Center tutors for these disciplines are selected partly on the basis of their ability to model effective study habits for their peers. Tutors provide assistance with routine coursework, but also focus on helping students learn how to prepare for tests and quizzes. Finally, tutors within these disciplines are also able to recommend specific websites and other resources that are tailored directly to each student’s needs.

* Writing Help

Learning Center writing tutors strive to help students become successful, independent communicators. By providing one-to-one interaction, accomplished tutors help students recognize the strengths and weaknesses in their drafts. Writing consultants do not edit or proofread, but rather focus primarily on teaching drafting and revision skills. Students are challenged to exceed instructor expectations and develop critical thinking skills.

* Online Tutoring & Resources
  + RSCC offers a college developed online tutoring experience - the [Learning Center Online (LCO)](http://www.roanestate.edu/?6148-Online-Tutoring-and-Services). All enrolled students are now able to receive online assistance from tutors with knowledge of their instructors, assignments, and the general Roane State community. The Learning Center Online provides math and science discussions, as well as a drop box where students can upload essays and receive timely electronic feedback from our tutors.
  + Professional online tutoring is still available in a variety of disciplines from [Smarthinking](https://services.smarthinking.com/) at no charge to RSCC students. Current students can log in using their RSCC e-mail address as their username and their R number as their password.
  + The Learning Center Staff has created a variety of popular online resources for student and faculty use—including an [Online Writing Lab (OWL)](http://www.roanestate.edu/owl/), a SAILS research paper tool called the Assignment Calculator, and links to helpful math/science resources.
* Workshops & Class Visits
  + The Learning Center Specialists have designed practical, interactive workshops that we’d be happy to conduct with your class. Workshops usually focus on a particular skill or assignment within your course, and last anywhere from 30-80 minutes. If interested please contact ext. 4329 (Roane Loudon, and Morgan County) or ext. 2326 (Oak Ridge, Campbell, and Scott County).
  + The Learning Center staff would also appreciate the opportunity to visit your classes so that we may introduce your students to our services.
* Group Study

The Learning Centers encourage students to form study groups with their peers. Group study rooms and centralized locations in which these groups can meet, as well as tutors who will facilitate high-quality group interaction are available.

* Computer Use

Each Center is equipped with computers with internet access and Microsoft programs. Center staff members provide free basic computer instruction.

Adjunct instructors are encouraged to drop by the Learning Centers and introduce themselves. High-achieving students can be recommended for tutoring positions, or encouraged to apply to become a valuable member of the team.

## **Information Technology Division (354-3000 ext 4357)**

The Information Technology Division provides administrative, email, networking and microcomputer support for Roane State Community College. It has two departments, Administrative Systems and Networking and Technical Support.

* Administrative Systems
  + Administrative Mainframe Support—maintains the mainframe systems, Internet software, system printers, and numerous system software packages.
  + Programming Support--maintains the IA/SCT, Banner software, and all related sub-systems for Banner and various locally developed programs.
* Networking and Technical Support
  + Help Desk--provides assistance and trouble-shooting for all computer problems, including but not limited to: Microsoft Office E-mail, PC/MAC hardware, PC/MAC software, password problems, etc. The Help Desk is open Monday--Friday, 8:00 a.m. until 7:00 p.m. when classes are in session. The preferred method for reporting a problem is to send e-mail to [HELP@roanestate.edu](mailto:HELP@roanestate.edu). The Help Desk may also be reached by dialing extension HELP (4357). After hours, the Help Desk number is forwarded to a technician working after hours.
  + Microcomputer Support--provides all microcomputer maintenance and support to faculty, staff, and labs for Roane State. Support for applications software comes from this department as well. To request technical support, call or e-mail the Help Desk and identify the problem, the tag number of the machine, and whether the problem will prohibit a class from starting or continuing.
  + Network Management--responsible for the entire RSCC network, including Windows servers, network wiring, network configurations, and network monitoring. Requests for Network Support should be sent to [HELP@roanestate.edu](mailto:HELP@roanestate.edu).
  + Zoom Room Support-responsible for supporting the Zoom room system. Please contact the HELP desk for assistance.

# **Policies**

## **Accessing the RSCC and TBR Policy Manuals**

The [Roane State Policy Manual](http://www.roanestate.edu/policies/) is available online to ensure that every faculty and staff member has access to the current manual. [TBR policies](https://policies.tbr.edu/#_ga=2.185513897.12367278.1534509602-1828067406.1447788985) can also be found on the [TBR homepage](https://www.tbr.edu/).

## **Scheduled Class Times**

All classes are to be met for the full scheduled time; however, if you must miss a class, please contact the Dean of your division. If you are at a satellite center contact the administrator at that location.

## **Inclement Weather**

Roane State announces weather related closings via its website, local TV and Radio Stations, as well as via [Raidernet alert](http://www.roanestate.edu/?6216-RaiderAlert)s. RSCC recommends that students use their own discretion when snowy and icy conditions exist.

## **Smoking**

Roane State Community College has established, as allowed by legislation, a policy on smoking on campus. This policy is as follows:

* Smoking is permitted outside only in designated locations on each campus.
* Smoking or use of other tobacco products is prohibited inside any building.
* Enforcement of this policy for staff will be the primary responsibility of supervisors. Security officers will be responsible for enforcement at public events. The Student Government Association will recommend appropriate enforcement for student offenders.

## **Food and Drink**

The food and drink policy pertains to all persons using classroom space at Roane State.

* All general classrooms (excluding those with carpet) will be open for food and drink.
* Individual faculty may establish a "no food and drink" policy for their class periods.
* Decisions on whether to allow food and drink in labs require consensus among faculty using each lab each term providing that universally accepted safety regulations such as those of OSHA, etc., are followed.
* No food or drink is permitted in carpeted classrooms. Division deans may make exceptions for classes lasting longer than two hours.
* Site Campuses have a "no food and drink" policy in classrooms.

## **Guests and Visitors**

Children, relatives or friends are prohibited from attending class with students or instructors. Children are not to be left unattended on campus.

## **Security**

If you need the assistance of security personnel while teaching on the Roane County campus, call Security at ext. 4500 for help. If you are teaching on the Oak Ridge campus, call Security at ext. 2020. If you are teaching at a site campus, ask the administrator or in the evenings, locate the security guard at the center to assist you or call the police.

## **Firearms and other dangerous weapons**

Possession or use of firearms or a dangerous weapon of any kind is prohibited.

# **Student Problems**

## **Disagreements**

In dealing with disagreement, confrontation and inappropriate behavior, seek the advice or guidance of the [Dean of Students](http://www.roanestate.edu/?6867-Dean-of-Students) (ext 4364). In addition, the administrator at site campuses may be able to assist you with guidance or appropriate steps to take.

* If confrontation occurs in a public setting, attempt to move to a private setting.
* Listen carefully and professionally to the criticism or grievance.
* Repeat the main points of the argument to ensure both of parties see the same issue.
* Express your point of view. Allow your critic to respond.
* Accept any valid criticism and state the intended corrective action.
* If it appears that the issue cannot be resolved satisfactorily, restate your position making clear any action you plan to take. Indicate what recourse is available to appeal.

## **Emotional Problems**

Occasionally, a student may experience emotional problems due to illness, stress, family situations or other hardships. During the regular office hours, call [Counseling and Disability Services](http://www.roanestate.edu/?5490-Counseling-Services) for assistance.

* Remain calm. This is the most important action you can take.
* Remove the student from the classroom.
* If this is a major disturbance and the student is out of control, call [Campus Police](http://www.roanestate.edu/?6826-Police-Department) at ext. 4500.
* If you are at a site campus, ask Security or the site director to assist you with the student.

## **Alcohol and Drugs**

Occasionally, a student may attend class after the ingestion of alcohol or drugs.

* Remain calm.
* On the Roane County or Oak Ridge Branch Campus, contact [Campus Police](http://www.roanestate.edu/?6826-Police-Department) by calling text. 4500.
* Calmly and professionally ask the student to step outside the classroom.
* At a site campus, ask the administrator or a staff member to call a relative or friend of the student to take the student home. Under no circumstances should a RSCC employee transport the student.
* If you have no other resource, call the police for advice.
* File a report with the Dean of Students providing the details of the incident and the name of the student involved.

## **Student Discipline**

RSCC students are expected to adhere to institutional student conduct code. The code is found in the RSCC catalog. Contact the [Dean of Students](http://www.roanestate.edu/?6867-Dean-of-Students) for assistance.

# **Counseling and Disability Services (882-481-2003)**

[Counseling and Disability Services](http://www.roanestate.edu/?5490-Counseling-Services) assists students with successfully completing their college work and establishing good foundations for future growth. Counseling and Disability Services have offices at both the Roane County and the Oak Ridge Branch Campus. The staff is comprised of professionally trained counselors who provide students with a wide range of services including:

* Student accommodations
* Short-term personal counseling to currently enrolled students
* Referrals to campus and community resources
* Faculty consultations

## **Disability Services**

[Disability Services](http://www.roanestate.edu/?5488-Disability-Services) at RSCC are provided through the Counseling and Disability Services to students. Disability Services cannot provide disability assessments; however, the office can provide students with referrals to obtain assessments and documentation outside the College. Classroom accommodations or other disability services cannot be provided until the student has submitted appropriate documentation to Disability Services. Instructors should only provide accommodations after receiving the Accommodation Plan Form, which outlining any specific accommodations.

## **Testing Services**

The [Testing Center](http://www.roanestate.edu/?5446-Testing-Centers) provides a wide range of services to both the college and the community. The center provides testing for the RN Entrance Examination, LPN Challenge, Health Science Entrance Exam, Departmental performance exams, GED exams and ACT exams. The Academic Profile test, required of all graduating sophomores, is also provided by the center.

Distance Education exams are given at the Roane County and Oak Ridge Testing Centers. Hours are established at the beginning of each semester. The Testing Center also coordinates proctoring services for the Regents On-Line Degree Program.

Exams to be proctored on the Roane County Campus should be sent to the Testing Center one week in advance. Instructors are responsible for supplying copies of exam and handouts for each site. Faxing and emailing materials are not permitted. Please route materials to be copied through your division secretary and allow extra time for preparation.

Please send a copy of your syllabus or testing schedule for the semester to the Testing Center on the Roane County Campus. The Testing Center is responsible for scheduling all proctors. A proctor will not be provided without at least a one-week notice. A 24-hour notice is required to cancel a proctor. When requesting a proctor for your test, be sure to include the following:

* Date
* Course
* Instructor
* Test Delivery Method
* Special Instructions
* Time Class Meets
* Time Proctor is Needed
* Approximate length of test
* Sites

# **Evaluations**

## **Guidelines for Administering Faculty Evaluations**

Adjunct faculty must evaluate all classes unless otherwise instructed by the division Dean. Special arrangements must be made with the division Dean for any adjunct faculty member who wishes to evaluate an individual instruction course. All classes for which materials are prepared must complete the rating forms during the assigned week.

Procedures for administering the evaluations in-class or web-based will be sent out during the semester.

Please note, evaluation scores will be returned as soon as they become available to the division secretaries. Narratives will be typed at the discretion of the division Dean. The division secretary will notify you of the dates the evaluation process will be administered each semester. More complete instructions will be included in the evaluation packet.

## **Interpretation of Faculty Evaluations**

You will receive a copy of your student evaluation results from your division Dean. These printouts will list a “total observation score” from each section that you evaluated and the itemized student responses to each question.

You will find it useful to analyze your results on a question-by-question basis. These figures help you pinpoint strengths and areas that need improvement. The final figure is an overall composite, a single number for each class and an overall figure on the summary sheet. You and your division Dean can compare this figure to the division composite and institutional composite scores.

One administrative use for the evaluation results concerns retention of adjunct faculty members. The most crucial use of these figures, however, is for the improvement of instruction. Only your careful study of your evaluation results and student comments can accomplish that goal.

## **Adjunct Faculty Evaluations by Supervisor**

All adjunct faculty members are evaluated annually. The purpose of the evaluation process is to provide feedback to the faculty member regarding his/her effectiveness in the classroom and is designed to ensure continued professional growth.

The student evaluation results and the division Dean's narrative comments will be recorded on the Adjunct Faculty Evaluation form, signed by the faculty, division Dean, and the Vice President for Student Learning, and placed in the faculty member's personnel file.

**Roane State Community College**

Policy Number: **GA-21-03**

Subject: **Drug-Free Environment**

This statement is being distributed online to all Roane State Community College employees, faculty, and students in compliance with the provisions of the Drug-Free Workplace Act of 1988 (41 U.S.C. 701, et. seq.) and the Drug-Free Schools and Communities Act Amendments of 1989 (20 U.S.C. 3171, et. seq.).

1. Policy  
   Roane State Community College supports the provision of a drug-free environment by:
   1. Providing notice to all employees and students that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace, and that violation of any of these prohibitions may result in termination of employees or expulsion of students.
   2. Establishing a drug-free awareness program to inform employees and students about:
      1. The dangers of drug abuse in the workplace
      2. The college policy of maintaining a drug-free environment
      3. The availability of drug counseling referral services
      4. The penalties that may be imposed for drug abuse violations (termination of employees or dismissal for students)
      5. Notification of Roane State administration of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction
   3. Providing any person employed under a grant of federal monies notice that as a condition of employment under the grant, the employee will:
      1. Abide by the terms of paragraph A
      2. The college will provide notice of the violation to the appropriate federal agency within ten days after receiving notice under subparagraph B.5., and take appropriate personnel action against the employee up to and including termination or requiring the employee to participate in a drug abuse assistance or rehabilitation program approved by a federal, state, or local health law enforcement or other appropriate agency.
   4. Providing that any student receiving federal grants, as a condition of the grant, will certify that they will not engage in the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance in conducting any activity connected with the grant.
2. Legal Sanctions  
   Various federal, state and local statutes make it unlawful to manufacture, distribute, dispense, deliver, sell or possess with intent to manufacture, distribute, dispense, deliver or sell, controlled substances. The penalty imposed depends upon many factors which include the type and amount of controlled substance involved, the number of prior offenses, if any, whether death or serious bodily injury resulted from the use of such substance, and whether any other crimes were committed in connection with the use of the controlled substance. Possible maximum penalties for a first-time violation include imprisonment for any period of time up to a term of life imprisonment, a fine of up to $4,000,000 if an individual, supervised release, any combination of the above, or all three. These sanctions are doubled when the offense involves either: 1) distribution or possession at or near a school or college campus or, 2) distribution to persons under 21 years of age. Repeat offenders may be punished to a greater extent as provided by statue. Further, a civil penalty of up to $10,000 may be assessed for simple possession of "personal use amounts" of certain specified substances under federal law. Under state law, the offense of possession or casual exchange is punishable as a Class A misdemeanor; if there is an exchange between a minor and an adult at least two years the minor's senior, and the adult knew that the person was minor, the offense is classified a felony as provided in T.C.A. §39-17-417. (21 U.S.C. 801, et. seq.; T.C.A. §39-17-417)  
     
   It is unlawful for any person under the age of twenty-one (21) to buy, possess, transport (unless in the course of his employment), or consume alcoholic beverages, wine, or beer, such offenses being classified Class A misdemeanors punishable by imprisonment for not more than 11 months, 29 days, or a fine of not more than $2500, or both (T.C.A. §1-3-113, 57-5-301). It is further an offense to provide alcoholic beverages to any person under the age of twenty-one (21), such offense being classified a Class A misdemeanor. (T.C.A. §39-15-404) The offense of public intoxication is a Class C misdemeanor punishable by imprisonment of not more than 30 days or a fine of not more than $50, or both. (T.C.A. §39-17-310)
3. Institutional/School Sanctions  
   Roane State Community College will impose the appropriate sanctions on any employee or student who fails to comply with the terms of this policy.
   1. Employees  
      As a condition of employment, each employee, including student employees, must abide by the terms of this policy and must notify their department head/supervisor of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction. A conviction includes a finding of guilt, a plea of nolo contendere, or imposition of a sentence by any state or federal judicial body. Possible disciplinary sanctions for failure to comply with this policy, including failure to notify of conviction, may include one or more of the following:
      1. Termination
      2. Suspension
      3. Mandatory participation in, and satisfactory completion of, a drug/alcohol abuse program, or rehabilitation program
      4. Recommendation for professional counseling
      5. Referral for prosecution
      6. Letter of warning
      7. Probation
   2. Students  
      Possible disciplinary sanctions for failure to comply with the terms of this policy may include one or more of the following:
      1. Expulsion
      2. Suspension
      3. Mandatory participation in, and satisfactory completion of, a drug/alcohol abuse program, or rehabilitation program
      4. Referral for prosecution
      5. Probation
      6. Warning
      7. Reprimand  
           
         See Student Disciplinary policy SA-06-01 for the full detailed version of student due process procedures for violations of this policy. Access the complete detailed RSCC policy, Student Disciplinary, at [RSCC's policy website](http://www.roanestate.edu/policies/).
4. Health Risks Associated With the Use of Illicit Drugs and the Abuse of Alcohol  
   A cursory description of the health risks associated with the use of beverage alcohol and illicit drugs are as follows:
   1. Alcohol  
      Use or abuse of alcohol is the most neglected health problem in the United States today. Alcoholism is a complex, progressive disease in which the use of alcohol interferes with health, social and economic functioning. Untreated alcoholism results in physical incapacity, permanent mental damage and/or premature death.  
        
      Alcohol is involved in one-third of all suicides, half of all murders, and is involved in over 50% of all arrests. Even low doses significantly impair the judgment and coordination required to drive a car safely, increasing the likelihood that the driver will be involved in an accident. Low to moderate doses of alcohol also increase the incidence of a variety of aggressive acts, including spouse and child abuse. Moderate to high doses of alcohol cause marked impairments in higher mental functions, severely altering a person's ability to learn and remember information. Very high doses cause respiratory depression and death.  
        
      Alcohol is the third leading cause of birth defects involving mental retardation. Use during pregnancy may cause spontaneous abortion, various birth defects, or fetal alcohol syndrome.  
        
      Drinking is implicated in cancer, heart disease, liver disease, gastrointestinal disease, and other illnesses. Alcoholism reduces life expectancy by twelve years.  
        
      Beverage alcohol can damage all body organs, leading to liver, heart and digestive problems, circulatory system interference, personality disorders, reproductive problems, and central nervous system disorders such as poor vision, loss of coordination, memory loss, loss of sensation, mental/physical disturbances and permanent brain damage.  
        
      The physical and psychological changes that occur as a result of addiction to alcohol can pave the way for addiction to pharmacologically similar (mood altering) drugs.
   2. Illicit Drugs  
      Illicit drugs are natural and synthetic chemical substances used to affect body processes, the mind and nervous system and behavior and feelings used without medical supervision to alter the sensorium of the user. The use of illicit drugs results in many of the health risks that are involved with alcohol use. However, specifically, the illicit use of drugs increases the risk of: mental deterioration, death from overdose, physical and mental dependence or addiction, hepatitis and skin infections from needle use, psychotic reactions, inducement to take stronger drugs, brain damage, danger of "flash-back phenomenon", hallucinations, unconsciousness, deep depression, distortion of time and space, permanent damage to the lungs, brain, kidneys and liver, death from suffocation or choking, anemia, amnesia, AIDS and other infections.  
        
      If used excessively, the use of alcohol and drugs singularly or in certain combinations may cause death.
5. Available Drug and Alcohol Counseling, Treatment, Rehabilitation Programs, and Employee Assistance Programs  
   The counselors in Roane State Counseling and Disability Services provide short term supportive counseling and referrals to appropriate community resources for current students who now have or have had a drug and/or alcohol problem. The procedures are:
   1. To encourage the individual with a problem to seek the assistance of a qualified drug/alcohol therapist or seek treatment from a drug treatment center, or other appropriate community resources mental health center.
   2. Provide information to the individual regarding treatment and other community resources in the surrounding area Description materials are provided when available detailing the facility, length of stay, cost, etc. For a detailed list please view the [RSCC Quick Reference Community Resource List](http://www.roanestate.edu/?10505-Community-Resource-Quick-Reference-List).
   3. Provide short term supportive counseling and encourage the student to contact community resources.
   4. Employees seeking assistance should contact [EAP](https://www.tn.gov/partnersforhealth/other-benefits/eap.html) directly, or they may contact Human Resources.

## **Community Resource Quick Reference List**

**24 Hour Assistance, Remember you can always call 911**

Note: The availability, quality, and/or accuracy of community services on this list are not guaranteed by Roane State Community College (RSCC) or the RSCC Counseling and Disability Services Department.

| **MOBILE CRISIS SERVICES and 24 Hour Assistance for Mental Health Emergencies** | | |
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| **Organization/Service** | **Information** | **Phone Number** |
| TN Statewide Crisis Line for mental health emergencies | State of TN - all counties. Call 24/7 to be routed to a trained crisis specialist in your area | 855-274-7471 (or 855-CRISIS-1) |
| The Crisis Text Line | 24/7 Text Line for persons in crisis to connect to a trained counselor | Text **Hello** to **741741** |
| Ridgeview Mobile Crisis | Serves adults in Anderson, Campbell, Morgan, Roane, & Scott counties | 865-481-6175 or 800 870-5481 |
| Helen Ross McNabb Mobile Crisis | Serves adults, youth, & children in Blount, Knox, Loudon, Monroe, & Sevier counties | 865-539-2409 |
| Volunteer Crisis Response Team | Serves adults in the following counties: Bledsoe, Bradley, Cannon, Clay, Cumberland, Dekalb, Fentress, Grundy, Hamilton, Jackson, Macon, Marion, McMinn, Meigs, Overton, Pickett, Polk, Putnam, Rhea, Rutherford, Sequatchie, Smith, Sumner, Trousdale, Van Buren, Warren, White, Williamson, and Wilson counties | 800-704-2651 |
| Youth Villages | up to age 18 statewide | 866-791-9224 |
| National Suicide Prevention Lifeline/Military Veterans Crisis Line | 24-Hour Crisis line for the general public and military veterans | 800-273-8255 / 800-273-TALK  800-799-4889 (Deaf/Hard of Hearing)  888-628-9454 (Spanish) |

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| **LEARNING DISABILITY or PSYCHOEDUCATIONAL EVALUATIONS** | | |
| **Organization/Service** | **Information** | **Phone Number** |
| UTK KLASS Center | Knoxville, TN | 865-974-6177 |

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| **OUTPATIENT MENTAL HEALTH SERVICES (psychiatric and/or alcohol/drug treatment)** | | |
| **Organization/Service** | **Information** | **Phone Number** |
| UTK Psych Clinic | Knoxville, TN | 865-974-2161 |
| Ridgeview Behavioral Health | (Outpatient clinics located in Anderson, Campbell, Morgan, Roane, & Scott Counties) | 800-834-4178 |
| Peninsula Outpatient Center/Lighthouse | (Outpatient clinics located in Blount, Knox, Loudon, & Sevier Counties) | 865-970-9800 |
| Helen Ross McNabb | (Serves 25 counties) | 800-255-9711 or 865-637-9711 |
| Cherokee Health Systems | Anderson, Blount, Knox, Loudon, & other counties | 866-231-4477 |
| Cumberland Mountain Mental Health | Crossville, TN | 931-484-8020 |
| Hiwassee Mental Health Center | Athens, TN | 423-745-8802 |
| VA Community Based Outpatient Clinic | Harriman, TN | 865-882-2010 |
| Employee Assistance Program (EAP) | For Roane State and Other State of Tennessee Employees - Call for Information | 855-437-3486 |

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| **INPATIENT MENTAL HEALTH SERVICES (Psychiatric and/or alcohol/drug treatment)** | | |
| **Organization/Service** | **Information** | **Phone Number** |
| HRMC Crisis Stabilization Unit (CSU) | 3-day Voluntary Stabilization Unit & 5-day Detox, Knoxville, TN | 865-541-6958 |
| Ridgeview Psychiatric Hospital | 240 West Tyrone Rd., Oak Ridge, TN (Anderson County) | 865-482-1076 |
| Peninsula Hospital | 2347 Jones Bend Rd., Louisville, TN (Blount County) | 865-970-9800 |
| Moccasin Bend Mental Health Institute | 100 Moccasin Bend Rd., Chattanooga, TN | 423-265-2271 |
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| **SEXUAL ASSAULT RESOURCES** | | |
| **Organization/Service** | **Information** | **Phone Number** |
| Sexual Crisis Center of East TN 24 Hour Crisis Line | Knoxville, TN - Serves Anderson, Blount, Campbell, Cocke, Jefferson, Knox, Loudon, Monroe, Roane, and Sevier Counties | 865-522-7273 |
| Avalon Center - Sexual Assault Hotline | Serves Bledsoe, Cumberland, Fentress, Morgan, Rhea, Roane, and Van Buren Counties | 800-641-3434 |
| Genesis House – Sexual Assault Hotline | Cookeville, TN | 800-707-5197 |
| H.O.P.E. Center – Sexual Assault Hotline | Athens, TN | 423-745-5289 |
| TN Coalition to End Domestic & Sexual Assault |  | 800-289-9018 |

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| **DOMESTIC VIOLENCE & ABUSE RESOURCES** | | |
| **Organization/Service** | **Information** | **Phone Number** |
| Avalon Center - Domestic Violence | Serves Bledsoe, Cumberland, Fentress, Morgan, Rhea, Roane, and Van Buren Counties | 931-456-0747 |
| Crisis Center for Women (24/7 crisis line) |  | 865-988-STOP (7867) or 866-239-0871 |
| Helen Ross McNabb Family Violence Helpline/Family Justice Center |  | 865-521-6336 |
| Helen Ross McNabb Family Crisis Center (24/7 crisis line) |  | 865-637-8000 |
| National Domestic Violence Hotline |  | 800-799-SAFE (2733) |
| TN Adult Protective Services/Elder Abuse |  | 888-277-8366 or 865-594-5685 |
| TN Child Abuse Hotline, Child Protective Services (CPS) |  | 877-237-0004 or 877-542-2873 |

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| **OTHER HOTLINES** | | |
| **Organization/Service** | **Information** | **Phone Number** |
| TN Statewide Crisis Line for mental health emergencies | State of TN - all counties. Call 24/7 to be routed to a trained crisis specialist in your area | 855-274-7471 (or 855-CRISIS-1) |
| The Crisis Text Line | 24/7 Text Line for persons in crisis to connect to a trained counselor | Text **Hello** to **741741** |
| AA Hotline | Alcoholics Anonymous | 865-522-9667 |
| Al-Anon/Alateen Family Groups | Family/friends of alcoholics | 865-525-9040 |
| TN Redline | mental health, substance abuse, & addiction referrals | 800-889-9789 |
| Contact CARE Crisis (Warm) Line | need to talk or in crisis | 865-584-4424 or 800-273-8255 / 800-273-TALK |
| Crisis Talk (Warm) Line | 24/7 when you just need to talk | 615-244-7444 |
| National Suicide Prevention Lifeline/Military Veterans Crisis Line | 24-Hour Crisis line for the general public and military veterans | 800-273-8255 / 800-273-TALK  800-799-4889 (Deaf/Hard of Hearing)  888-628-9454 (Spanish) |
| Overeaters Anonymous (OA) | Eating Disorders/compulsive overeating/bulimia/anorexia - Roane and surrounding counties | 256-630-7888 |

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| **MISCELLANEOUS RESOURCES** | | |
| **Organization/Service** | **Information** | **Phone Number** |
| Free Medical Clinic | For adult residents of Anderson, Morgan, and Roane Counties with no insurance who meet income guidelines | 865-483-3904 |