



## **UNIVERSAL COURSE POLICIES AND INFORMATION – DNP NURSE ANESTHESIA PROGRAM**

As a resident enrolled in the DNP Nurse Anesthesia Program, you have agreed to abide by the policies and procedures of the program and college. These policies include the Honor Code and Professional Conduct Standards as further defined in the Student Conduct Standards and Regulations and the DNP NAP Code of Conduct. This document, **Universal Course Policies and Information – DNP Nurse Anesthesia Program**, is an addition to the syllabus for each program course. You are responsible for knowing and following the syllabus that includes the material that is covered in this document.

Information regarding requirements specific to the DNP Nurse Anesthesia Program are communicated via the DNP NAP Student Handbook, DNP NAP Clinical Handbook, and DNP Scholarly Project Handbook.

## **SOUTH COLLEGE ACADEMIC HONOR CODE**

### **Purpose of the Honor Code**

The primary purpose of the South College Academic Honor Code (the “Honor Code”) is to promote individual resident honor and integrity in the best traditions of higher education. The Honor Code aims to ensure that residents understand expectations and responsibilities and agree to conduct all academic activities in compliance with the principles set forth in the Honor Code.

### **Application of the Honor Code**

The Honor Code applies, as appropriate to the resident/situation, as follows:

1. Tests or examinations, including challenge examinations.
2. Oral, written, or practical reports that are a part of a resident’s academic program.
3. Classroom, laboratory, clinical, resident teaching, or experiential activities.
4. Research activities.
5. Unauthorized peer-to-peer file sharing, illegal downloading and unauthorized distribution of copyrighted materials using the institution’s information technology system (applies to academic work).
6. Other activities not listed above that are a part of a South College academic, classroom, laboratory, clinical, resident teaching, experiential, or research activity and that will be used as the basis for awarding of a grade.

***This Honor Code governs the academic affairs of all programs at South College. Should the Honor Code violation not be resolved at the program level, the institutional Honor Code procedures will be followed.***

### **Violations of the Honor Code**

Each resident is expected to become familiar with and abide by the Honor Code. It is a violation of the Honor Code for a resident to commit any of the following actions using any method, including but not limited to, talking, eye contact, gesturing, copying, and storing or transmitting of information by electronic technology. Other violations, not listed below, may be considered reportable upon recommendation of a faculty member, Director of the NAP, or Dean of Nursing.

1. Use, give, or receive or attempt to use, give, or receive any unauthorized aid using any medium,

- including electronic.
2. Plagiarize or infringe upon an intellectual property right.
    - All assignments required to utilize Turnitin must have a Similarity Score of less than 25%.
    - Any Similarity Score of 25% or greater will be referred to the DNP Nurse Anesthesia Program Committee for possible disciplinary action.
    - The use of artificial intelligence as an adjunct or replacement for original work is considered plagiarism.
  3. Falsify data.
  4. Collaborate with others in assigned activities outside of class when directed or instructed, either in writing or verbally, that individual effort is required.
  5. Record or report fraudulent data relating to academic, classroom, laboratory, clinical, resident teaching, experiential, or research activities, willfully neglect responsibilities associated with such activities, or otherwise place at risk the interests of those offering and/or supervising the activity, or a patient, or a client.
  6. Assist another resident in committing a violation of the Honor Code.
  7. Report another resident for a violation of the Honor Code without information to support such a report.
  8. Exit from and re-enter an examination room or online testing session without authorization, including covering of webcam during testing session.
  9. Steal, possess, misappropriate, share, or use or attempt to steal, possess, misappropriate, share, or use any examinations or other materials relating to an academic, classroom, laboratory, clinical, resident teaching, experiential, or research activity unless authorized or provided by a faculty member.
  10. Share files or provide information to peers without authorization (applies to academic work).
  11. Download or distribute copyrighted materials using the institution's information technology system without authorization (applies to academic work).
  12. Violation of program testing policies.
  13. Engage in any other similar acts of dishonesty.

### **Honor Code Procedure**

To ensure that residents are treated equitably a faculty member witnessing or discovering a possible violation of the Honor Code shall carefully evaluate all available information in determining whether a violation has occurred. Upon determining that a violation has occurred the faculty member shall impose penalties as provided in the following section.

### **Disciplinary Procedures**

#### *Imposed by a Faculty Member*

A faculty member who determines that a resident has violated the Honor Code will promptly consult with the Director of the DNP Nurse Anesthesia Program, as well as the Dean of Academic and Student Services to ascertain whether the resident has had a prior violation of the Honor Code. The faculty member may impose a penalty based on whether the violation is a first or second offense as set forth below. All alleged violations of the Academic Honor Code will be reviewed by the DNP Nurse Anesthesia Program Committee. The resident will be informed in writing of the Committee's decision within three business days of the conference.

*First Offense of Violation of the Honor Code:* The resident may receive a grade of "0" for the examination, assignment, or other activity with the possibility of an "F" for the course at the discretion of the faculty member. If, in the opinion of the Director of the DNP Nurse Anesthesia Program, the violation is of such a grave nature that a more severe consequence is warranted, the Director of the DNP Nurse Anesthesia Program may recommend to the DNP NAP Committee that the resident be dismissed immediately.

*Second Offense of Violation of the Honor Code:* The resident may be given a grade of "F" for the course, resulting in program dismissal per the DNP NAP Minimum Requirements for Progression.

*Imposed by the DNP Nurse Anesthesia Program*

If a report of a violation of the Honor Code is filed with the Dean of Academic and Student Services, the report will be forwarded to the Director of the Nurse Anesthesia Program for investigation and will follow the process outlined above.

### **ACADEMIC DISHONESTY TRACKING TOOLS**

In addition to the observation skills of our faculty and staff, South College also uses several electronic resources for tracking compliance with academic integrity guidelines. The fact that virtually no system used today is without tracking capabilities, and academic dishonesty is easier to spot now more than ever.

Our Learning Management System, Canvas, continually keeps a log of the following:

1. Every log in to a Canvas site.
2. Every page visited.
3. Every time a test/quiz is taken, or an assignment is submitted.
4. Every browser and operating system from which you visit.
5. Every message sent.
6. Times and IP addresses of each page view.
7. Performance over time in a given class.

Faculty members have tools at their disposal for checking the originality of work submitted against online databases, papers submitted in other classes, and the Internet. These are just a few of the ways that incidents of academic dishonesty are identified at South College. With these available methods, it is very time consuming to try to evade detection – time better spent studying and submitting your own original work.

### **STUDENT CONDUCT STANDARDS AND REGULATIONS**

The South College Student Conduct Standards and Regulations, published in the South College Student Handbook, have been adopted by the DNP Nurse Anesthesia Program to ensure the safety and well-being of the resident body and the college facilities. All residents are expected to meet the standards and follow the regulations of the college. Any resident found guilty of an infraction of any of the Student Conduct Standards and Regulations will be afforded due process as explained in the Disciplinary Procedures section of the Student Handbook. *Specific standards and regulations most pertinent to DNP NAP residents are addressed below for emphasis.*

#### **Academic Participation**

Regular and active class participation in learning activities is a hallmark of adult learning and the professional responsibility of every resident. The DNP NAP, as well as individual courses, are arranged with learning experiences in a sequential manner to ensure understanding of new information, knowledge, and skills and integration with previously introduced material. In addition, the collaborative learning activities used in virtually all courses requires regular interaction between and among residents and faculty.

***Attendance is mandatory for the following:***

- Synchronous course meetings
- Proctored examinations
  - Any absence from an examination must be supported by appropriate documentation
- On-ground intensive sessions
- Any scheduled program meeting or advising session
- Clinical rotations as scheduled
  - Please see the DNP NAP Clinical Handbook for additional procedures related to clinical absences

- Any additional meetings deemed necessary by program administration or faculty

All program activities will begin promptly as scheduled. All scheduled program activities will be posted in EASTERN TIME. It is the responsibility of the individual resident to accommodate for time zone differences. It is a minimum program expectation that all residents are ready to ***begin the scheduled activity at the posted time***. For example, for a session that is scheduled to begin at noon ET, it is advised that each resident be present and ready to begin at least 5 minutes prior to noon ET. Any resident attempting to access the scheduled activity after the posted start time (tardy) will be counted as an unexcused absence. ***Emergencies and extenuating circumstances may and will arise – those are not routine, nor elective.***

#### *Formal Request to be Excused from a Program Activity*

If an absence from a mandatory program activity is deemed necessary by the resident, or the resident wishes to have their video off during a mandatory program activity, the resident must email both program administrators, and copy in the Didactic Education Coordinator and course faculty (if applicable) PRIOR to the commencement of the scheduled activity with as much advanced notice as possible. The resident request will be considered for approval on a case-by-case basis. Examples of items that will not be considered for approval include routine appointments, elective travel, and AHA recertification.

#### **Campus and Class Conduct**

Residents are expected to conduct themselves in a professional and responsible manner at all times, creating an environment that embraces the values of South College. Any conduct that is deemed unprofessional is prohibited and should be reported immediately to the Director of the Nurse Anesthesia Program. Although not all-inclusive, the following are examples of unprofessional conduct:

- Using inappropriate and/or profanity or displaying offensive hand signals.
- Ignoring or disrespecting an instructor or an administrator.
- Disregarding the directions given by an instructor or an administrator.
- Writing inappropriate language or expressions that are viewed as offensive to the prevalent standards of the college or its community.
- Other actions deemed inappropriate in a college setting.

#### *Professional Zoom Etiquette*

Residents are to conduct themselves during a Zoom session as they would in an on-campus session. You **MUST** utilize the “raise hand” function to ask a question or make a comment and wait to be acknowledged by a program representative before speaking. All raised hands will be managed by a program representative; residents are not to verbally acknowledge raised hands. All cameras must be on unless prior permission has been obtained from course faculty and/or the Didactic Education Coordinator to have the camera turned off. No backgrounds or filters are to be used. Unprofessional Zoom behavior will be dealt with in accordance with the disciplinary policy.

#### *Professional Email Etiquette*

As a hybrid program, email is a primary form of communication within the program. Residents are expected to respond to email communication within 24 hours of receipt if a response is necessary. All email communication from NARs must be conducted in a professional manner. Professional emails, regardless of the device they are sent from, should never resemble a text message, nor contain long, run-on sentences. The minimum standards of email professionalism include leading with a salutation; utilizing proper grammar, punctuation, and spelling; closing with your name; and ensuring each email is written with a tone of respect. Unprofessional emails will be dealt with in accordance with the disciplinary policy.

### **Smoking/Other Tobacco Use and E-Cigarettes**

Smoking, chewing tobacco, dipping snuff, or using E-Cigarettes are prohibited on any campus except in personal vehicles. The use of all tobacco products and any type of E-Cigarette (vapor) is not allowed in the buildings or on the campus grounds.

### **Food and Beverages**

The eating and drinking of foods and beverages is prohibited in all college buildings except in the student centers. Receptacles for trash are provided in these areas. Food and drink cannot be consumed in the classrooms, labs, hallways, or libraries. Food and beverages with secured screw-on tops may be taken in these areas but must be kept out of sight (in back-packs, duffel bags, insulated lunch bags, purses, briefcases, and other appropriate carry-in bags). They may not be left on desktops, tabletops, counters, or any location including floors where they are visible. ***Only water in an approved container is permitted in the classrooms. Residents are not permitted to have food or drinks of any kind in the simulation lab.***

### **Social Media Policy**

South College, the School of Nursing, and the DNP Nurse Anesthesia Program recognize that social media and web-based network platforms and applications including, but not limited to, Facebook, Instagram, and Twitter, are important and timely means of communication. However, residents who use these social media platforms and applications must be aware of the critical importance of limiting the use of these platforms and privatizing settings. Enrolled residents represent South College, the School of Nursing, and the DNP Nurse Anesthesia Program as healthcare professionals. When using social networking sites, DNP Nurse Anesthesia Program residents are expected to conduct themselves in a mature, responsible, and professional manner. Discourse should always be civil, respectful, and in accordance with university regulations. Personal posts on any and all social media platforms, which currently exist or will exist in the future, must be appropriate to the resident's profession in healthcare and not reflect adversely on the program, School of Nursing, or university, whether intentional or unintentional.

Standards of professionalism are the same online as in any other circumstance. Residents must also be aware that posting certain information is illegal. Violation of existing statutes and administrative regulations may expose the offender to criminal and civil liability, and the punishment for violations may include fines and imprisonment. Offenders also may be subject to adverse academic actions that range from a written reprimand to dismissal from the program and expulsion from the university. This policy is not constructed to violate any constitutionally protected activity including speech, protest, or assembly.

- Residents must not transmit or place online the personal health information of other individuals; this includes photographs of any kind. Removal of an individual's name does not alone constitute proper de-identification of protected health information. Inclusion of data such as age, gender, race, diagnosis, date of evaluation, location of evaluation, or type of treatment may still allow the reader to recognize the identity of a specific individual.
- Residents must not report private (protected) academic information of another resident.
- Residents must not represent themselves as an official representative or spokesperson for the institution.
- Residents must not represent themselves as another person, real or fictitious, or otherwise attempt to obscure one's identity to circumvent any prohibitions listed in the DNP NAP Code of Conduct.
- Residents must not represent themselves as a CRNA by title or function.
- Residents must not share any policy, direction, or communication from South College with anyone outside of the university without prior authorization.
- Residents must not violate the confidentiality of a South College committee.

- Residents must not take photographs or videos of patients or any clinical setting on personal devices, including cell phones.
- Residents must not share or post information or photographs gained through the patient-healthcare provider relationship.
- Residents must not list their South College issued email address on any social media platform.
- Residents must observe ethically prescribed professional patient-healthcare provider boundaries.
- Residents must maintain professional boundaries in the use of electronic media. Contact with patients blurs this boundary and will not be tolerated.
- The below statements apply to any action taken toward/regarding/against South College, the School of Nursing, program administration, faculty, staff, peers, patients, preceptors, clinical sites, and/or clinical rotations, even if the parties are not identified.
  - Residents must not knowingly distribute false evidence, statements, or charges.
  - Residents must not disseminate inappropriate or uncivil comments.
  - Residents must not make disparaging or libelous remarks (verbal, written, or electronic insults).
  - Residents must not commit threats or acts of physical violence or harassment, in any form.
- The following actions are strongly encouraged:
  - Residents should not utilize websites and/or applications in a manner that interferes with their academic and/or clinical responsibilities.
  - Residents should understand that patients, colleagues, institutions, employers, and future employers may view postings on personal accounts.
  - Residents should take advantage of privacy settings and seek to separate personal and professional information online.
  - Residents should bring content that could harm a patient's privacy, rights, or welfare to the attention of appropriate authorities.
  - Residents should promptly report a breach of confidentiality or privacy.
- The following actions are **strongly discouraged**:
  - Residents should not display vulgarity through written language, photographs, and/or affiliations.
  - Residents should not display language or photographs that imply disrespect for any individual or group due to any protected category, including age, race, gender, gender identity, disability, ethnicity, religious orientation, or sexual orientation.
  - Residents should not display any language that degrades patients.
  - Residents should not display photographs or language that may reasonably be interpreted as condoning irresponsible use of alcohol, substance abuse, or sexual promiscuity.
  - Residents should not post potentially inflammatory or unflattering material on another individual's website or social media posting.

### **Resident Dress Code**

During synchronous distance education course offerings and programmatic meetings or conferences, residents are to dress in a manner consistent with the image they wish to project as a professional representative of South College and the NAP. Business formal, business casual, program apparel, or surgical scrubs are appropriate. For formal presentations, business formal attire is required.

### *Attire While On-Campus*

The South College dress code is applicable to all residents, day or evening, and is in effect at all times that the resident is present on campus. This includes class times, laboratory hours, study days, final examinations, or visitation to the campus for other reasons. Residents failing to adhere to the college dress code will be asked to leave campus and will be counted absent for any course time missed.

- A. Clothing worn by residents should be neat, clean, and in good repair for the personal health and safety of residents.

- B. Clothing that detracts from the learning process and/or is offensive to the campus environment must not be worn.
- C. Residents shall not wear:
  - 1. Shorts, skorts, or skirts more than 3 inches above the knee.
  - 2. Spandex shorts or pants, or clothing made of similar materials.
  - 3. Clothing that is see-through, frayed or has holes.
  - 4. Shirts/tops that do not cover the midriff, back, shoulders, or chest.
  - 5. Shirts/tops that do not cover the waistband of pants, shorts, or skirts.
- D. Appropriate footwear is required at all times.
- E. Undergarments should not be visible.

*I. Attire for Off-Campus Activities*

For program sanctioned off-campus activities, such as advocacy events, service work, and professional conferences, residents are to remember that although they are not on-campus, they are representing the school and the profession of nurse anesthesia and should dress appropriately for the activity.

*II. Clinical Attire*

Residents assigned to clinical rotation sites are expected to follow appropriate dress codes as outlined by the program and the clinical facility. Each clinical facility will have their own policy and procedure regarding surgical attire and must be always followed by residents. Residents should be aware that they represent South College and must conduct themselves as professionals in the clinical setting.

### **DNP NURSE ANESTHESIA PROGRAM CODE OF CONDUCT**

Nurse anesthesia residents are bound by the South College policies contained within the Student Conduct Standards and Regulations. Residents are also expected to adhere to the DNP Nurse Anesthesia Program Code of Conduct.

The South College DNP Nurse Anesthesia Program resident must adhere to the following guidelines:

1. Professional behavior is an expectation in all educational settings, including online, on-ground, and in the clinical environment. Professionalism is reflected by performance of safe nursing practice, lifelong learning, appearance and demeanor, respectful communication, punctuality in attendance and assignments, providing service to the community, and engaging in activities that promote the profession of nurse anesthesiology.
2. Direct counsel of the program and program clinical affiliates must be observed.
3. Exhibit courtesy and respect for self and others. This courtesy will be evidenced by positive, dignified, sincere, thoughtful consideration in word and deed.
4. Demonstrate integrity in all interactions with others and self.
5. Under no circumstance may any resident record another party without their knowledge and expressed consent.
6. Act and practice with cultural humility to promote equity and inclusion in all interactions.
7. Follow rules and regulations of affiliating institutions, South College, the School of Nursing, and the DNP Nurse Anesthesia Program. The resident will work within the organizational structure and will act on principles rather than opinion.
8. Strive always to protect the rights of the patient and family, which includes the patient's right to privacy. The patient's medical record and behavior reflect privileged information, which must not be discussed outside of legal and ethical usage. Residents will adhere to clinical site policies related to acquisition and use of patient data.
9. No harassment or bullying of any type will be tolerated.

10. Adhere to the American Association of Nurse Anesthetists (AANA) Standards for Nurse Anesthesia Practice, Scope of Nurse Anesthesia Practice, and Code of Ethics for the CRNA, which are found within the [AANA Professional Practice Manual](#).
  - a. [Standards for Nurse Anesthesia Practice](#)
  - b. [Scope of Nurse Anesthesia Practice](#)
  - c. [Code of Ethics for the CRNA](#)

### **DISCIPLINARY AND APPEAL PROCEDURES**

If an alleged violation of any policy contained within the DNP NAP Resident Handbook is committed by a graduate resident, the Director of the DNP Nurse Anesthesia Program will convene the DNP NAP Committee to determine how the matter should be handled. For violations of the South College Academic Honor Code, see Handbook Section X. If a resident is faced with a potential dismissal vote, they will be given the opportunity to address the committee in writing.

Committee members, upon review of the matter, may take any of the following actions:

1. Determine that no further action is warranted.
2. Verbal warning with remediation plan.
3. Written warning with remediation plan.
4. Program dismissal.

The decision is made by majority vote of the Committee members. The Nurse Anesthesia Program Director abstains from all initial votes. The resident will be informed in writing of the Committee's decision within five (5) business days of the conference. If a resident is dismissed prior to the end of an academic term, all remaining graded coursework will be assigned a grade of zero.

### **Appeal Procedure**

A resident appeal of a disciplinary decision, dismissal, denial of readmission, and/or penalty imposed observes the following process:

- A resident may appeal to the Nurse Anesthesia Program Director within three (3) business days of being notified of the decision.
  - Residents must complete a *Dismissal and Disciplinary Action Appeal Form* to submit their appeal. The *Dismissal and Disciplinary Action Appeal Form* must be requested from the program, should a resident decide to appeal the decision of the DNP NAP Committee. The same information, evidence, claims, position, or arguments must be submitted at each level of appeal.
- Following the decision of the Nurse Anesthesia Program Director, a resident may appeal to the Dean of the School of Nursing within three (3) business days of being notified of the decision by submitting the same *Dismissal and Disciplinary Action Appeal Form* and documentation within three (3) business days of being notified of the decision. The same information, evidence, claims, position, or arguments must be submitted at each level of appeal.
- Following the decision of the Dean of Nursing, the resident may appeal to the Knoxville Dean of Academic and Student Services by submitting the same *Dismissal and Disciplinary Action Appeal Form* and documentation within three (3) business days of being notified of the decision. The same information, evidence, claims, position, or arguments must be submitted at each level of appeal. The Knoxville Dean of Academic and Student Services may act on the appeal or refer it to the Appeals Committee.



- Following the decision of the Knoxville Dean of Academic and Student Services or Appeals Committee, a final appeal may be made to the Chief Academic Officer (CAO) within three (3) business days of the notice to the resident of the previous decision. The same *Dismissal and Disciplinary Action Appeal Form* and documentation must be used. The CAO will base his or her decision on the same information presented to the Knoxville Dean of Academic and Student Services or the Appeals Committee. The CAO will not entertain new evidence, claims, positions, or arguments from any party. The CAO's decision is final.

## **COMPUTER POLICIES**

### **Computer Policy and Code of Ethics**

Residents shall abide by the South College Computer Code of Ethics (Acceptable Use Policy) available via the South College website. As described in detail in the code, computers cannot be used in any manner that violates any local, state, or federal laws or infringes copyright provisions as part of South College courses. The use of computers to violate the welfare, safety, or privacy of residents, faculty, administration, or others is prohibited. Residents are responsible for any and all uses of their computer accounts. In particular, security passwords should be protected information, changed periodically to improve security, and not shared with other individuals.

In compliance with the United States Federal Higher Education Opportunity Act (HEOA), Public Law 110-315 concerning the verification of resident identity in distance learning, institutions must verify that the resident registered for a course is the same resident who participates in and completes the course requirements and receives academic credit. South College uses the following methods to ensure registered residents are completing the assigned coursework:

1. Residents use an individual secure login and password when accessing courses and completing coursework in the Learning Management System.
2. Tools such as TurnItIn Originality Check may be used to ensure integrity in the program. Additionally, faculty use pedagogical practices to verify resident identity. Faculty will be alert for sudden changes in academic performance, writing styles, or odd online behaviors exhibited by the resident.

**Privacy Protection:** South College protects the privacy of all resident information used to verify resident identity. This includes, but is not limited to, the resident's security password and any personal identifying information used in the process of resetting passwords. Individual usernames and passwords are sensitive information and should be protected by the resident.

### **Student Portal and Email Accounts**

The Student Portal is a web-based application built on a Microsoft.net framework. It is an online system that provides access 24/7 to school information. The portal provides access to vital South College information such as final grades, library web resources and databases, schedules, calendars, assignments, and direct messaging from faculty and staff. Student Portal information is provided via e-mail to each resident and reinforced during orientation.

South College email addresses are required to communicate with your instructors and classmates and to log into all Canvas sites. **South College email addresses are the official form of communication for the DNP NAP.** All residents are required to obtain, maintain, and check **DAILY** their official South College email address. Faculty, staff, and residents use email and mailing lists to communicate important information. Some faculty may also use the email as an official mechanism to distribute handouts, reading lists, or other course materials. Other email addresses are not recognized.

### **Use of Distributed Materials and Recorded Lectures**

As a hybrid program, DNP Nurse Anesthesia Program residents will have extensive access to audio and video recorded lectures, handouts, and other printed or electronic media materials. These lectures and materials have

been developed by or for South College and the DNP Nurse Anesthesia Program for the sole purpose of educating residents enrolled in the program.

Residents are expected to be familiar with the appropriate use of these lectures and materials according to the following requirements:

1. South College makes audio and video recorded lectures and handouts available to residents.
2. It is a violation of the South College Code of Resident Conduct and Regulations and the Academic Honor Code to communicate or distribute through any vehicle or media any materials recorded at or produced by or for South College and the DNP Nurse Anesthesia Program to any other individuals, including South College residents.
3. Violation of this policy may lead to academic dismissal.

### ACADEMIC SERVICES AND ASSISTANCE PROGRAMS

Academic services are listed in each month's issue of South College's *Southern Digest*. Important dates, deadlines, events, and programs are also published in this monthly newsletter, which is available in the *Student Portal* under *Student Services*. Available services include, but are not limited to, the Writing Lab (lonaswritinglab@south.edu), Math Lab, Online Tutoring via SmarThinking, and Library Resources.

**Advising/counseling services** are available to assist students in resolving academic, career, and non-academic issues. College personnel, particularly department chairs, can help students plan their educational programs as well as adjust to the demands of college-level students. **Assistance is available for any student who seeks aid in addressing individual problems.** Student Services staff members are available to listen and help students identify and evaluate their options so that informed decisions can be made. These services are available during the day and in the evening by appointment. Information regarding alcohol and drug abuse counseling is given to all students during the orientation process.

If you are facing a difficult decision, are overwhelmed with your responsibilities, or need assistance, the Dean of Academic and Student Services will meet with you privately to help you identify and evaluate your options, set priorities, or determine a course of action to resolve a problem or meet the demands in your life.

**Professional counseling** is also available to South College students and their families. These counselors are available 24/7 and can help with any issue, including anxiety, depression, stress, grief, life adjustments, substance abuse, and relationship conflict. If needed, students will be referred to a counselor located in their community where they will receive up to three, in-person sessions free of charge per issue. ComPsych has a large network of counselors throughout the United States, so all of our students (regardless of where they are) will have access to in-person counseling. Students may select counselors based on specialty, language, gender, or religious preferences. In addition to phone-based and in-person counseling, students also have access to ComPsych GuidanceResources which is a website that contains articles, podcast, videos, slideshows, and "ask the expert" personal responses to wellness questions.

**Phone-based counselors: 844-268-5855**

**Website: [guidanceresources.com](https://guidanceresources.com) (Web ID: SouthCollege)**

**Students requesting special services (including accommodations for disabilities)** from the college should notify the Director of Student Affairs (Knoxville) at 865-293-4539 to schedule an initial meeting. Students will be asked to complete the [Registration Form for Disability Services](#) to disclose their specific limitations, request accommodations, and provide documentation from a health care professional of the need for accommodations. Students are encouraged to request accommodations and provide the required documentation at least one month prior to beginning classes for the first time to allow time for the request to be evaluated appropriately and for the accommodation to be arranged. Classroom accommodations are not retroactive and must be reestablished quarterly. South College does not discriminate based on disability and is committed to full compliance with the Americans with Disabilities Act (ADA) of 1990.

### STUDENT SERVICES RESOURCE CENTER WEB LIBRARY

Self-help materials for both academic support and mental/emotional health issues are available to students 24/7 on the ***Student Portal*** under Student Services. Some topics include time management, note-taking, and stress management. These resources are not meant to be a substitute for professional help but can be excellent sources of information to help individuals with a variety of personal concerns or needs. Feel free to read through and/or download any of the materials you see. Additional resources can be found at [guidanceresources.com](http://guidanceresources.com).