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The Volunteer Bridge Program is an invitation-only program for a select group of prospective UT students. Volunteer Bridge students live the UT student life while beginning their academic studies at Pellissippi State Community College. The program experience includes a unique Living & Learning Community designed to give new students a seamless transition from freshman year at PSCC to sophomore year and beyond at UT.

Through Volunteer Bridge, students experience the Big Orange excitement of UT’s campus while benefiting from access to the resources of both schools.

After a successful first year of classes at PSCC, students who fulfill the program requirements of at least a 2.0 overall GPA and 24 transferable hours are guaranteed transfer admission to UT.

PROGRAM COMPONENTS

PSCC ACADEMICS
Students take classes at PSCC during the Volunteer Bridge program. Smaller class sizes allow for more student/instructor interaction. Tutoring and academic support is also available.

LIVING & LEARNING COMMUNITY
Volunteer Bridge students live together in one residence hall (unless commuting) giving them the opportunity to participate in group activities like study sessions, movies nights, sporting events, and game nights.

SOCIALS
Connecting and engaging on campus is a big part of the college experience. Volunteer Bridge facilitates a variety of social activities for students to encourage campus involvement and life balance.

VOLUNTEER BRIDGE COACHING
Students are asked to meet with their assigned coach 3-5 times a semester to set goals and work through challenges.

SEMINARS
Seminars include important program updates and check-ins as well as developmental activities to help ease the transition from PSCC to UT upon program completion.

UT STUDENT LIFE
From the beginning, students have the opportunity to experience college life at a 4-year institution. Students have access to student organizations, concerts, lectures, theater productions, athletic events, health services, recreational facilities, and more.
STUDENT AGREEMENT

Below is a copy of the agreement students will sign at Volunteer Bridge orientation. The signed copy will remain in the student file in the Volunteer Bridge office.

As a Volunteer Bridge student I, _________________________, agree to the following expectations:

• Agree to attend Volunteer Bridge seminars once a month.

• Agree to meet with my Volunteer Bridge coach three (3) times a semester for individual counseling. I understand that if I cannot keep an appointment, I should contact my Volunteer Bridge coach as soon as possible.

• Agree to take the College Success course at Pellissippi State Community College.

• Agree to obtain a 2.0 GPA and 24 credit hours at the end of the academic year.

• Agree to attend tutorial sessions as needed or referred. Tutoring is recommended unless I maintain an A average in the course(s). I can attend tutoring at PSCC or UT.

• Understand that I am financially responsible for all tuition and fees for both UT and PSCC.

• Understand that information concerning my grades, attendance, and general progress in course work may be shared between both institutions. I understand that this information is private and confidential and will be used to assist the staff in helping me to succeed.

• Understand that my enrollment in the Volunteer Bridge program is contingent upon my full and cooperative participation. I understand by joining the Volunteer Bridge program I must follow the student Code of Conduct for both UT and PSCC. I understand further that dismissal from the program may result if I fail to fulfill the binding terms of this contract.

• Understand that to grant legal access to my academic record to anyone other than myself, I must complete a FERPA form for both UT and PSCC.

__________________________________________  __________
Signature                                      Date
PROGRAM DIRECTOR
The Volunteer Bridge Program director can answer questions and address concerns about the program, UT, and PSCC policies. The director can also provide contact information for personnel at both institutions to help with more specific concerns.

Stephanie Langley
langley@utk.edu

PROGRAM CONTACTS

PELLISSIPPI CONTACT
Students and parents with more specific questions about PSCC policies, admissions, financial aid, advising, etc., are encouraged to contact the college directly.

Sasha Hines
shines12@vols.utk.edu

GRADUATE ASSISTANT
The Volunteer Bridge graduate assistant is the liaison for the Living & Learning Community and supports students throughout the year.

Christopher Mathis
cmathi15@vols.utk.edu

PELLISSIPPI STATE COMMUNITY COLLEGE

Pellissippi State Community College
onestop@pstcc.edu
865-694-6400
TUITION AND FEES

Fall, Spring and Post-Program Summer
For fall, spring, and post-program summer, students are responsible for
• PSCC tuition & fees
• PSCC books
• UT Student Services Fee (not including facilities fee or study abroad fee)
• UT Volunteer Bridge Program Fee
• UT Living & Learning Community Fee (one time fee, billed in fall)
• UT Housing (optional)
• UT Meal Plan (optional) and
• UT Parking (required to park on UT campus - No parking pass required at PSCC campus)

Notes
• Commuter students are required to pay select UT fees even if they do not expect to use on-campus services such as the Student Health Center, TRECS, student support services, etc.; commuter students are encouraged to take advantage of their opportunities as Volunteer Bridge students, including use of UT student facilities and services.

• Current tuition and fee information for UT can be found at onestop.utk.edu/tuition-fees and for PSCC at pstcc.edu/finance/cashier/fees.php. All current tuition and fees are subject to any changes approved by the UT Board of Trustees and/or the Tennessee Board of Regents.

• Volunteer Bridge students receive two separate bills and are responsible for paying all requisite tuition and fees to each institution. Students receiving excess financial aid from PSCC are responsible for collecting their excess aid and applying it to any outstanding balance at UT.

FINAL PAYMENT DEADLINE
Students who do not pay their balance at PSCC and UT by the end of each semester will be removed from the program.
A student’s federal financial aid will be applied to the PSCC bill first. The PSCC Cashier’s Office will disburse the student’s excess financial aid, if any, to the student, who is then responsible for paying fees to UT. PSCC does not pay UT directly. Each semester, the UT staff will place students receiving financial aid in a deferment to allow time for students to receive any excess financial aid before the UT bill is due.

To receive financial aid, Volunteer Bridge students should complete the following forms:

- The previous year’s FAFSA (for pre-program summer aid).
- The current year’s FAFSA (for fall and spring aid).

Students who are eligible for the HOPE Scholarship for the upcoming academic year must submit a FAFSA to apply. For the first year, Volunteer Bridge students receiving the HOPE will qualify for the amount for nonresidential community college students; after transferring to UT, Volunteer Bridge students with the HOPE will qualify for the higher amount.

Students who qualify for Tennessee Promise can participate in both Promise and Volunteer Bridge while enrolled at PSCC. Because Tennessee Promise is only available at Tennessee community colleges, it can be used toward Volunteer Bridge students’ PSCC bills (basic tuition and mandatory fees), not UT bills. Tennessee Promise is a last-dollar scholarship meaning that students’ who receive the Pell Grant, HOPE scholarship, and/or TSAC Grant will have those awards applied to their PSCC bill first, followed by Tennessee Promise funds, if needed. Students who successfully complete the Volunteer Bridge program and transfer to UT in their second year will be ineligible for Tennessee Promise at UT.

Students who fail to meet PSCC’s Satisfactory Academic Progress (SAP) requirements will have their financial aid suspended for the next semester. For more information about SAP requirements at PSCC, visit www.pstcc.edu/financial_aid.sap.php.

Students and their families should carefully consider the costs of attendance and the financial aid for which they will be eligible before deciding to join the Volunteer Bridge Program and, subsequently, attend UT. Be aware that federal student loans (subsidized and unsubsidized) can only be taken out up to a certain amount, and that inability to pay one’s bill will prevent registration and thus preclude continuation in the program and, later, in coursework at UT. Also, it is imperative to be aware of all financial aid deadlines to ensure eligible funding is available.
Volunteer Bridge students are encouraged to live on campus where they room with other Volunteer Bridge students as members of a Living & Learning Community. Students will live in Clement Hall and connect with classmates, become involved in campus life and develop skills necessary to thrive during their first year.

While in the community, students have easy access to mentors and tutors—many of whom were Volunteer Bridge participants. These mentors also live in Clement and are available to advise, lead, support and guide.

Information on Clement Hall is at housing.utk.edu.

Volunteer Bridge students are not required to purchase a meal plan from Volunteer Dining.

Volunteer Bridge students who wish to purchase a meal plan can choose any of the meal plans offered at utdining.com, including all commuter, non-commuter, and apartment plans.

Note that meal plan selection is part of a binding contract, and a meal plan cannot be canceled once purchased. Students should research their meal plan options carefully before signing up for one. Summer dining facility hours vary. Once purchased, a meal plan can be changed—up to twenty-six days into the semester (fall/spring) and up to three times—but not canceled.

Unless exempted by law any new full-time student shall present proof of adequate immunization. Go to studenthealth.utk.edu to submit your immunization records.
PARKING AND TRANSPORTATION

Volunteer Bridge students who wish to keep a vehicle on UT’s campus must purchase a non-commuter parking pass for fall/spring.

Commuter Volunteer Bridge students should purchase commuter passes.

PSCC does not require a parking pass.

Volunteer Bridge students are responsible for their own transportation to and from PSCC campuses. Students can drive or carpool with classmates. The Knoxville Area Transit (KAT) system is a good option for students attending the Magnolia Avenue and Division Street campuses. A student KAT pass with unlimited rides for 130 days can be purchased for $130 at UT or PSCC. Students should carefully consider their transportation options when determining which PSCC campus to attend.
Volunteer Bridge students are encouraged to use all of UT Tutoring services. More information can be found at: https://studentsuccess.utk.edu/tutoring/tutoring-services/

**PSCC Tutoring**
PSCC offers free tutoring on all of their campuses. Locations and hours vary. For Hardin Valley students you can access tutoring in the Educational Resource Center in Room 330. For Division Street students tutoring is located adjacent to the library in room 208. There is walk-in tutoring for a variety of subjects and schedules will be posted in that room and shared widely.

**Bridge Peer Mentor Program**
Mentors are former Volunteer Bridge participants who have successfully transferred to UT. They can help you get connected at UT, show you around, and generally guide you through this first year. Mentors will be participating in a variety of ways and will be present at all of our seminars.

- Social Connection
- Peer Encouragement
- Role Models
- Student Leadership
CAMPUS INVOLVEMENT

By paying student services fees at both institutions, Volunteer Bridge students have full access to:

- library privileges
- student computer facilities
- tutoring and other student support services
- recreational facilities
- ability to purchase student tickets to UT athletic and entertainment events
- ROTC on the UT campus
- as well as the opportunity to choose from over 530 campus organizations at UT and dozens more at PSCC.

To get involved with student organizations at the UT campus visit https://utk.campuslabs.com/engage/organizations

Become engaged in your PSCC campus experience with Student Life. Join any of our 55+ clubs and organizations, honor societies, or Student Activities Board. For more information about what we offer please visit www.pstcc.edu/studentlife.

While Volunteer Bridge students have unrestricted access to most UT student facilities and opportunities, some organizations and opportunities are not available to students while in the Volunteer Bridge program, including:

- Pride of the Southland Band and other UT instrumental or vocal ensemble groups. However, Volunteer Bridge students are eligible to participate in instrumental and vocal ensemble groups at the PSCC Hardin Valley campus.
- UT social fraternities and sororities. Volunteer Bridge students are welcome to join a service fraternity or sorority while in the program.
- Some club sports and other recreational organizations. Volunteer Bridge student eligibility for club sports is determined on an individual basis. Volunteer Bridge students who are interested in playing for a RecSports club should contact the club organizers to determine their eligibility.
- Official NCAA UT athletic teams.
- Application/training to be a resident assistant or Ignite team leader.
Volunteer Bridge students will be navigating two schools at once. It’s important to know how to login and who to ask for help.

**PSCC**

**PSCC Username**
- The first portion of your email address. Used to login to most systems on campus.

**mypellissippi.pstcc.edu**
- The main student portal for Pellissippi. Students can register for classes, complete financial aid requirements and other account-related items.

**Brightspace**
- A learning management system where students will access class materials online

**Webmail**
- The official PSCC campus email accessed through mypellissippi.pstcc.edu

**PNumber**
- Number used to identify you at PSCC

**Student ID Card**
- Your PSCC ID card. Contains your picture and student ID number. Used for entry into certain campus events and areas. Used to check out library books. Also needed for advising appointments.

**UT**

**NetID**
- The first portion of your UT email address. Used to login to most systems on campus.

**my.utk.edu**
- The main student portal for UT. Students can pay bills, access email

**Vol Academic Connect**
- Used to make coaching and advising appointments,

**Volmail**
- The official UT campus email. Accessible through my.utk.edu.

**Student ID Number**
- 9-digit number used to identify you at UT (starts with 000)

**VolCard**
- Your UT ID card. Contains your picture and student ID number. Used for entry into certain campus events and areas. Used to check out library books. Can hold dining dollars and be loaded with a balance of cash to be used on campus and certain local businesses.

Information Technology Support HelpDesk
http://www.pstcc.edu/itsc/helpdesk/  
(865) 694-6537

Office of Information Technology (OIT) Helpdesk
https://oit.utk.edu/  
(865) 974-9900
HOW WE WILL CONNECT WITH YOU

Note: All student support services will be offered virtually and in-person. This includes seminars, tutoring, & coaching.

Volunteer Bridge Seminars
Seminars are held once a month and are required for Volunteer Bridge students. Seminars are interactive group meetings where you will learn about UT and grow as a Volunteer. Seminars focus on important program updates as well as developmental activities to help ease the transition from PSCC to UT upon program completion.

Coaches
Coaches should be your first point of contact for Volunteer Bridge program-related questions.

Coaches are available to meet in person or on Zoom. Students are expected to make regular appointments with their coaches and follow up as needed.

Emails & Newsletters
As a Volunteer Bridge student, you will receive emails from both UT and PSCC addresses.

A bi-weekly email newsletter will be sent with important updates and program announcements. These emails will have the Volunteer Bridge email header and will typically come from the assistant director, Stephanie Langley.

In addition to Volunteer Bridge-specific emails, you will also receive emails from both schools. If you have questions about whether an email pertains to you as a Volunteer Bridge student, please contact your coach. There are times when announcements and deadlines may not apply.
SUPPORT SERVICES

Health Services
The UT Student Health Center provides non-emergent, outpatient medical care for all currently enrolled, eligible students who have paid the Health Fee portion of the Student Programs and Services Fee. As a Volunteer Bridge student, you are eligible to visit the Student Health Center at no cost.

Student Disability Services
Volunteer Bridge students with disabilities should contact the disability services offices at both UT and PSCC. The UT Student Disability Services can be contacted at 865-974-6087 or sds@utk.edu and the PSCC Office of Disability Services can be contacted at 865-539-7218 or disabilityservices@pstcc.edu.

Volunteer Bridge students with disabilities are strongly encouraged to register with disability services at both UT and PSCC before beginning the program, or as soon as possible after the program begins.

Students who register with disability services are not required to use any accommodations offered, and it is the student’s prerogative whether to notify instructors or other personnel of the disability. Registering with disability services and submitting all required paperwork simply means that a student who wishes to activate accommodations at any point in the semester can do so in a timely fashion.

Note: UT Student Disability Services and PSCC’s Office of Disability Services cannot share private student information with one another. Volunteer Bridge students must register at each office separately.

Counseling Center
Counseling helps students learn new coping skills, set goals, solve problems, make decisions, and manage stress. Counseling also provides a safe and structured environment in which students can explore various aspects of their emerging adult lives - independence, values, personal goals, intimacy and friendship. PSCC has counseling services available at the Division Street and Hardin Valley locations. To contact a counselor, please email: counseling@pstcc.edu.

Center for Career Development & Academic Exploration
The Center for Career Development & Academic Exploration provides assistance to students with your job search and career needs. Whether you are exploring career options or looking for that perfect internship, they can help. As a UT student you are given access to Handshake - an easy to use referral source for jobs. You can sign in with your NetID and find that part time job today.
PRIVACY OF STUDENT RECORDS
By accepting their invitation into the Volunteer Bridge Program, students authorize the release of information between relevant staff and offices at PSCC and UT in the following areas:

- Admissions records
- Financial aid records
- Bursar’s/cashier’s records
- Immunization records
- Disciplinary records
- Academic records

Students who wish for UT and PSCC to release confidential academic, financial, and/or disciplinary information to designated parents or other parties outside of UT or PSCC must sign a Family Educational Rights and Privacy Act (FERPA) waiver at each institution. Without FERPA waivers on file, UT and PSCC staff cannot offer any private information about a student to parents. It is a student’s prerogative whether to sign the FERPA waiver, and students may revoke the FERPA waiver at any time. See Appendix A for a description of the various FERPA waivers available and how to submit them.

Students are strongly encouraged to add at least one parent or legal guardian as an authorized user on their MyUTK and MyPellissippi accounts. Authorized users have access to financial information only and can pay student bills. Assigning someone as an authorized user on MyUTK also serves as a financial FERPA waiver at UT for that individual.

STUDENT CONDUCT
Volunteer Bridge students are expected to adhere to UT and PSCC policies related to student conduct as well as UT’s and PSCC’s standards of civility and community at every campus.

Go to https://hilltopics.utk.edu/student-code-of-conduct/ to see UT’s Student Code of Conduct

Go to http://www.pstcc.edu/bit/conduct.php to see PSCC’s Student Code of Conduct

Students who violate student conduct policies of one or both institutions may face removal from the program or other sanctions outlined in the respective Student Code of Conduct. Students who are removed from the program for any reason are no longer eligible to live in the residence halls at UT. Further violation of student conduct policies may result in sanctions, up to and including, suspension or expulsion, from PSCC and/or UT.

Information regarding disciplinary incidents at either campus will be shared between the UT Office of Student Conduct and Community Standards and the PSCC dean of students. Additionally, off-campus incidents involving UT students are reported to UT by the Knoxville Police Department and may be reported to the Pellissippi State Police Department as well.
PELLISSIPPI STATE COMMUNITY COLLEGE

Division Street Campus
3435 Division Street, Knoxville, TN 37919
865-971-5200
pstcc.edu/division

Stephanie Baker-Harden
Academic Advisor
865-971-5200
smbakerharden@pstcc.edu

Patty Moore
Academic Advisor
pemoorel@pstcc.edu

Dean Esther Dyer
865-971-5216
eledyer@pstcc.edu

Rhoda Stone, Ph. D.
Counseling
865-971-5218
rgstone@pstcc.edu

Library (Division Street)
Educational Resources Center, Room 208
865-971-5215
pstcc.edu/division_street/library

Hardin Valley Campus
Advising
Goins Administration Building, room 123
865-694-6556
advising@pstcc.edu
www.pstcc.edu/advising/

Disability Services
Visit website for info on other campuses.
Goins Administration Building
AL 130
865-539-7153
pstcc.edu/sswd

Educational Resource Center
330
Free tutoring available in most subjects
865-539-7079
pstcc.edu/learn

IT Support Center HelpDesk
Visit website for tutorials and other resources.
Text: 66746 (start message with “pstech”)
865-694-6537
helpdesk@pstcc.edu
pstcc.edu/helpdesk/

Library (Hardin Valley)
Educational Resources Center
865-694-6516
pstcc.edu/library

Student Counseling Services
(Academic/Career/Personal)
Goins Administration Building, Room 130
865-694-6547
pstcc.edu/counseling

Start Strong Center
Financial Aid Office
Cashier’s Office
865-694-6400
startstrong@pstcc.edu

Student Life
Goins Administration Building, Room 143
865-694-6542
studentlife@pstcc.edu
pstcc.edu/studentlife/
First-Year Programs Office
Volunteer Bridge Program Coordinator
217 Greve Hall
865-974-3523

Division of Student Success
1331 Circle Park, Room 519
865-974-6642
studentsuccess@utk.edu
studentsuccess.utk.edu

Clement Hall Director
865-974-5202

One Stop Express Student Services
Hodges Library, Ground Floor
865-974-1111
onestop.utk.edu

Center for Career Development &
Academic Exploration
Student Union, Level 2
865-974-5435
career@utk.edu
career.utk.edu

Student Disability Services
100 Dunford Hall
865-974-6087
sds@utk.edu
sds.utk.edu

Center for Student Engagement
Student Union, Suite 174
865-974-5455
activities.utk.edu

Student Counseling Center
1800 Volunteer Boulevard
865-974-2196
counselingcenter@utk.edu
counselingcenter.utk.edu

Academic Success Center
Tutoring, academic coaching,
supplemental instruction
Greve Hall, Room 324
865-974-6641
studentsuccess@utk.edu
studentsuccess.utk.edu

Multicultural Student Life
Free tutoring for all students
1800 Melrose Avenue
865-974-6861
multicultural.utk.edu

Chemistry Tutorial Center
Buehler Hall, Room 513
865-974-3141
chemistry@utk.edu

Math Tutorial Center
Ayres, Room G012
865-974-4266 / 865-974-2461
mtc@math.utk.edu
www.math.utk.edu/info/the-math-place/

Physics Tutorial Center
Physics Building, Room 401
865-974-3342 / 865-974-8952
physics@utk.edu

Writing Center
HSS Room 212 & Hodges Library Commons
865-974-2611
writingcenter@utk.edu
writingcenter.utk.edu
CONTINUE TO UT - BRIDGE BACK APPLICATIONS
Volunteer Bridge students who meet all program completion requirements do not have to reapply to UT through the standard application process. During the fall semester, students will receive an email with a link to the Bridge Back Application form. By completing the Bridge Back process, students avoid paying an additional $250 enrollment fee. Once accepted into UT, students will register for the New Vol Experience.

CONTINUE AT 2-YEAR COLLEGE
Students who do not fulfill the program requirements and are not accepted to UT have the option to continue their studies at PSCC or another institution of their choosing.

Some students may choose to finish their first 2 years of college at PSCC or another community college because they find it’s a better fit for them or to take advantage of scholarship money like Tennessee Promise.

BECOME A PEER MENTOR
Want to help out next year’s Volunteer Bridge students and gain leadership experience? Mentors aid in students’ transition to college and the program by guiding new students through their first-year experience, answering questions, and providing general advice and support. If you are interested in being a mentor, contact Stephanie Langley at langley@utk.edu.

REVERSE TRANSFER TO GET YOUR ASSOCIATE’S DEGREE
Reverse transfer is a process that allows a student who completed a minimum of 15 hours at a participating Tennessee two-year institution and transferred to a participating Tennessee four-year institution to combine college credits from both institutions and apply them toward an associate’s degree.

Once a student has completed at least 60 total hours of college credit, he/she will be invited to “opt in” to reverse transfer. Students who opt in will then have their academic transcripts at both institutions evaluated to determine if the students have completed the requirements for an associate's degree. If so, the associate's degree is conferred as the students continue to work toward their bachelor's degree.

This process is free and requires no additional input from the student besides opting in. Reverse transfer is a great fit for Volunteer Bridge students and a great way to get two degrees for the price of one!
WITHDRAW

While we hope all Volunteer Bridge students complete the program and successfully transfer to UT, we understand that in some cases, a student may decide to withdraw.

Students who wish to withdraw from the program must complete the withdraw form online at volunteerbridge.utk.edu. Students are financially responsible for all tuition and fees.

REMOVAL FROM PROGRAM

Students can be removed from the Volunteer Bridge Program if they fail to commit to program requirements. If a student does not participate in required coaching appointments or does not attend the required seminars at the University of Tennessee, they may be removed. Students can also be removed for not adhering to their financial agreements at either institution. Additionally, students who do not adhere to the Code of Conduct at either/or school can be removed if the infractions warrant such.

REFUNDS

The $250 deposit and $250 Volunteer Bridge program fee are non-refundable. The remaining balance of PSCC fees and UT fees may be eligible for a prorated refund based on when the student officially withdraws from the Volunteer Bridge program and PSCC classes. See volunteerbridge.utk.edu for current time table for refunds.
What is FERPA?
FERPA provides for confidentiality of student records. FERPA means that faculty and staff at UT and PSCC cannot provide any academic, financial, personal, or disciplinary information about a student to an outside party, even that student's parent or guardian, without a FERPA waiver. If we do not have a FERPA waiver on file for a student, then we cannot offer any specific information about that student to anyone other than those with need-to-know status within the institution (or between UT and PSCC, as Volunteer Bridge students allow the sharing of information between the two institutions).

What is a FERPA waiver?
A FERPA waiver is a consent form by which students designate a person or persons with whom private information can be shared. For instance, a student could sign a FERPA waiver allowing the institution to share specific academic information with his mother, or a student could sign a FERPA waiver allowing the institution to share specific financial information with her father. Students designate specific individuals with whom info can be shared. Signing a FERPA waiver is entirely at the student’s discretion, and the student can revoke the waiver at any time.

How do students submit a FERPA waiver?
Here’s where it gets a little complicated, as there are different processes and different kinds of FERPA waivers at UT and PSCC.

Submitting a FERPA waiver at UT
Financial Records: If a student wants to release financial information to someone, they may do so through MyUTK (my.utk.edu). Students choose “View/Pay Fees” and then the tab labeled “Authorize Users” to give consent to an individual to view the student’s account information and make payments on the student’s behalf. Adding an authorized user is the student’s written consent to give others the ability to access their account information.

Academic Records: Students can grant access to parents or guardians using the FERPA academic record release online by going to MyUTK and choosing “FERPA Academic Release Form” located in the “Academic Links” box on the main page. Completing the form will provide access to the student’s academic records for a period of one year or until revoked by the student. The form requires the name of the person (or persons) to whom consent is given and a secret word to verify that person’s identity.

Disciplinary Records: Consent forms are available for the student to complete and sign.

Parents who want UT and PSCC staff to be able to talk freely to them about their student’s academic progress and financial status should ensure that their student submits the PSCC FERPA waiver (with both academic and financial records selected) in person to the PSCC Office of Admissions and Records; submits a UT FERPA academic release form via MyUTK; and establishes the parent as an authorized user on the student’s MyUTK account. Students are encouraged to establish parents as authorized users on their MyPellissippi account as well (see Appendix B).
APPENDIX B
ESTABLISHING AN AUTHORIZED USER

Students who wish for their parents or guardians to be able to discuss financial matters with UT and PSCC staff, and to be able to go online to access and pay student bills, should set up their parents or guardians as authorized users on both their MyUTK and MyPellissippi accounts.

Setting up an Authorized User in MyUTK*
*Note: Mac users should log in to MyUTK using Firefox.

1. Log in to MyUTK (my.utk.edu) with UT NetID and password.
2. Select Student under “Other Roles.”
3. Under “UTK Student Registration Links,” select “View/Pay Fees.”
4. Click “Authorized Users.”
5. Complete “Add Authorized User,” then click “Continue.”
6. Read the FERPA agreement, click “I agree,” then click “Continue.”
7. The parent will then receive an e-mail with the Parent Portal URL and a second email with their initial password. They will be instructed to change the initial password when they log in for the first time. Parents have a separate login ID and password and cannot access students’ MyUTK records in general—only their bill and related financial information and options.
   a. Parents has the same options as students, with the exception of eRefunds. Parents can also set up payment plans, save payment methods, schedule payments on the student account, and review past statements and current account activity.
   b. Note that the act of adding an authorized user to a student’s MyUTK account serves as a financial FERPA waiver between the student and the authorized user.

Setting up an Authorized User in MyPellissippi

1. Log into MyPellissippi (mypellissippi.pstcc.edu) using PSCC NetID and password.
2. Click the “Student” tab.
3. Click “Student Academic Services.”
4. Click “Student Account.”
5. Click “Account Management Center.”
6. From the homepage of the Student Account Suite, click the “Authorized Users” tab to see a FERPA statement noting that adding an authorized user in self-service serves as written consent from the student for another party to access and make payments on his or her behalf.
7. Enter the authorized person’s e-mail address and select the information the student will allow that person to have access to. Click “Add User.”
8. An agreement page will appear explaining the access. Click “I agree.”
9. The parent will then receive an e-mail with instructions on how to log in and view the student’s billing and payment plan information. Parents have a separate login ID and password and cannot access students’ MyPellissippi records in general—only their bill and related financial information and options.
Academic Advisor
An academic advisor helps students understand their degree requirements, select a schedule of courses each semester, and refer students to the appropriate source of the information they need to be successful. Advisors are knowledgeable about institutional policies and can help students learn to make decisions about their college experience. Advisors can also help students investigate degree programs and careers and can assist with questions about transfer course work, prerequisites, and other academic concerns. Volunteer Bridge students have access to advisors at both UT and PSCC and are encouraged to consult with both before registering for courses and selecting a major, among other actions.

Authorized User
Students can set up authorized users on their MyUTK and MyPellissippi accounts, allowing those users to access financial information and pay bills on the accounts. See Appendix B for more information.

Brightspace
Brightspace is PSCC's platform for online learning, similar to Canvas at UT. PSCC courses may have an associated Brightspace component. Brightspace can be accessed at elearn.pstcc.edu with a PSCC NetID and password.

Commuter Student
A commuter student is one who lives off campus. First-year UT students must live on campus unless commuting from the home of a parent or legal guardian within fifty miles of UT's campus and within Tennessee. Volunteer Bridge students meeting these criteria have the option to be commuter students. Volunteer Bridge students not meeting these criteria must live on campus.

Course Load
The average course load for a semester is 15 to 16 credit hours. Students registered for at least 12 hours (fall and spring) are considered full time. Bridge students are expected to register for at least 12 credit hours in fall and spring but encouraged to register for at least 15 hours.

Credit Hours
Refers to the number of credits or units earned by successfully completing a course. This is approximately equal to the number of hours the class meets per week. Students must earn a D or better in a course to earn credit hours that will transfer to UT. However, some classes require a C or higher to satisfy degree or general education requirements at UT, so students should be prepared to retake a D grade if necessary.

FERPA
FERPA is the Family Educational Rights and Privacy Act, which protects students' privacy. Neither UT nor PSCC staff are allowed to share any information about students with parents or other interested parties unless students submit a FERPA waiver permitting the institution to share academic, financial, and/or disciplinary records with the designated individual. Volunteer Bridge students are strongly encouraged to submit at least a financial FERPA waiver for a parent or legal guardian at UT and PSCC. See Appendix A for more information.

First-Year Programs (FYP)
The Office of First-Year Programs at UT houses the Volunteer Bridge Program and is an important resource for Volunteer Bridge students. The program coordinator and graduate assistant can be found in the First-Year Programs office, located at 217 Greve Hall.

Hall Director (HD)
A hall director is in charge of a residence hall, directly supervising undergraduate resident assistants (RAs) and other hall staff. Hall directors and resident assistants are great resources for students with questions or concerns, and for those seeking campus activities and opportunities. The housing staff working with Volunteer Bridge students are also knowledgeable about the program and can help with Volunteer Bridge-specific inquiries.

Volunteer Bridge Coach
A Volunteer Bridge coach helps students personalize their education and establish strong strategies for academic success. Transition coaches can help with time management; goal setting and motivation; and strategies for study skills, reading, writing, note taking, test taking, and other areas.
Holds
Students may have holds put on their MyPellissippi and MyUTK accounts for various reasons; these holds usually prevent registration and other activities, such as requesting football tickets. Some holds are for administrative purposes. For instance, Volunteer Bridge students will have a “stop file” hold on their MyUTK accounts in fall and spring to prevent registration for UT courses. Administrative holds do not adversely affect students. Students may have other holds, however, that it is their responsibility to clear. Common reasons include owing the institution money (for unpaid bills, parking tickets, library fines, etc.), needing to meet with an advisor or academic coach, and failing to complete immunization requirements, among others. Holds preventing registration may prevent a student from continuing in the program. Volunteer Bridge students who are concerned about a hold should contact the program coordinator.

Living & Learning Community
UT offers a variety of living and learning communities, which provide distinctive opportunities for first-year students to connect with classmates, develop valuable skills, become involved in campus life, and ultimately develop skills necessary to be both a successful student and a successful leader. The Volunteer Bridge Program is one such living and learning community for noncommuter students.

MyPellissippi
MyPellissippi is a secure portal that provides PSCC students, faculty, and staff both intranet and Internet services and allows them to stay connected to all things related to their role at PSCC. It provides easy access to online courses, grades, campus announcements, and more. Students register for course work, pay bills, and conduct other PSCC activities via MyPellissippi, which requires a PSCC NetID and password to access.

MyUTK
MyUTK is an online portal for UT faculty, staff, and students. Via MyUTK, students can access registration, academic links, VolCard balances, bursar’s bills, course schedules, announcements, and more.

NetID
The first part of a student’s UT e-mail address is the student’s UT NetID, and the first part of a student’s PSTCC e-mail address is the student’s PSCC NetID. A student’s NetID is used each semester to register for courses, log in to UT and PSTCC e-mail accounts, sign onto MyPellissippi and MyUTK, and sign on to Canvas at UT and Brightspace/D2L at PSCC. NetID passwords periodically expire for all portals except MyPellissippi. Volunteer Bridge students are strongly encouraged to keep UT and PSCC passwords current and identical to each other, and to change both UT and PSCC passwords at the same time.

Noncommuter Student
In short, a noncommuter is a student who lives on campus and thus does not commute to classes. Although Bridge students living on campus do technically commute to classes at PSCC, they are still designated noncommuters (and issued noncommuter parking passes) because they live in UT housing.

One Stop
One Stop is an office at UT that assists students with registrar, bursar, and financial aid services. One Stop provides knowledgeable, friendly, and convenient service on the ground floor of Hodges Library, as well as online. If using One Stop, Volunteer Bridge students should always be sure to identify themselves as members of the Volunteer Bridge Program to avoid confusion. Some questions are best answered by program staff, so Volunteer Bridge students should consider the program coordinator, graduate assistant, and PSCC program contact their first resources when needing assistance.

Prerequisite
A course to be completed or a level of skill or knowledge to be demonstrated before a student may enroll in a particular course, degree program, college, or department.

Transferable Hours
Transferable hours are credit hours earned at PSCC with a D or better in a class that transfers to UT. 800-level courses at PSCC are not included in a Volunteer Bridge student’s transferable hours, nor are courses taken prior to joining the program, such as AP or dual-enrollment courses. Some other PSCC courses—such as MATH 1030—are not transferable but may be required for students to enroll in necessary course work. To determine whether a course is transferable, students should consult their advisor or the Transfer Equivalency Table (pstcc.edu/advising/transfer). Note that some courses in which a D is earned will transfer in to UT but will not count towards a student’s general education or degree requirements at UT. Volunteer Bridge students should strive to earn a C or better in all classes and should discuss any D with their advisors to determine the best course of action.