Student Guide to the East
Frequently Asked Questions
University of Tennessee College of Pharmacy, Knoxville Campus
August 2012

Some basic questions and answers about the College of Pharmacy’s Knoxville campus are outlined here. There will be undoubtedly many other questions that we will encounter, but the faculty and staff in Knoxville and Memphis, working with students, will find solutions as quickly as possible. Even if you think you may know the answers to some of these questions, it would be wise to review all the items on this list. We are all excited to welcome you to Knoxville and to work with you to achieve academic success in the profession of Pharmacy.

Phone Numbers

Knoxville Campus:
Dr. Peter Chyka, Executive Associate Dean, (865)974-2100, pchyka@uthsc.edu
Dr. Debbie Byrd, Associate Dean, (865)974-2100, dbyrd4@uthsc.edu
Ms. Melissa Smith, Coordinator of Student Services, (865)974-2267, msmith18@uthsc.edu
Ms. Stephanie Weathers, Coordinator of Student Services, (865)974-2283, sweather@uthsc.edu

Memphis Campus:
Dr. Marie Chisholm-Burns, Dean, (901)448-6036, mchisho3@uthsc.edu
Dr. Jim Eoff, Executive Associate Dean, (901)448-6120, jeoff@uthsc.edu
Ms. Wanda Patrick, Assistant to Executive Associate Dean, (901)448-6120, wpatrick@uthsc.edu
Dr. Rex Brown, Director, Professional Experiential Program, (901)448-6470, rbrown@uthsc.edu
Ms. LaVerne Jones, Assistant, Dept. of Clinical Pharmacy, (901)448-1215, lajones@uthsc.edu
Office of Experiential Education, (901)448-1215, oeerequests@uthsc.edu

Before You Leave Memphis

During the last week of classes:
• Update address with class president/secretary and the Dean’s office
• Clean out locker in the College of Pharmacy building. If you have a locker in the GEB, turn in locker keys to GEB Information Center located in Room A106
• Register for off-campus UTHSC library access (see this question in “Academics & the Classroom” below)
• Review the Guide to the East to see if you have any unanswered questions or need assistance before you leave Memphis.

After your last final exam:
• Update your address online through Banner Self-Service. Updating your information through Banner will also provide the correct information to the Financial Aid Office and the Cashier’s Office.
• Turn in parking hangtags to Parking Services, 45 N. Manassas Street, (901)448-5549. If you don’t, you will continue to be charged for parking.
• Pay any outstanding parking tickets or any other miscellaneous fees/debts at the Cashier’s Office, 300 Hyman Administration Building, (901)448-5550
• Keep your UTHSC student ID – you will need it in Knoxville! (see this question below in “Student Services & Campus Resources” below)
When You Arrive in Knoxville

Where is the College of Pharmacy building located?
The College of Pharmacy Building is located on the campus of the University of Tennessee Medical Center (UTMC). UTMC is at 1924 Alcoa Highway, Knoxville, TN, 37920, just across the river from the main campus of the University of Tennessee Knoxville.

Will there be a Knoxville Campus orientation for students before classes begin?
There will be a mandatory orientation on Friday, August 17, 2012, in the College of Pharmacy Building. Topics to be discussed will include:

- Student services on the Knoxville campus
- Student IDs and access cards (VolCard and UTHSC IDs)
- Distance education and teleconferencing procedures
- Computer lab
- Registration of personal electronic equipment for WiFi and network access
- Work study opportunities
- Parking permits for UTMC
- Library orientation including services, access, textbooks and reserve books
- Professionalism and decorum at the Medical Center
- Introduction of faculty and staff, tour of the building and assignment of lockers

Registration will begin at 8:30 a.m. and the Knoxville and dual-campus programs should last most of the day.

Academics and the Classroom

How do students register for class?
All College of Pharmacy students will enroll in courses via Banner. You will receive instructions through a listserv message that will include step-by-step directions and course numbers. You will have the opportunity to rank elective choices, and you will receive your elective assignments before you must register for courses. Be sure to register with the Knoxville Campus CRNs.

What is the course schedule like?
The schedule for fall courses has most P3 courses in the mornings and most P2 courses in the afternoons. Courses in Knoxville typically begin at 9:00 am instead of 8:00 am as in Memphis.

Where do students buy textbooks?
- If you want to purchase books from the UTHSC bookstore, fill out the online order form on the bookstore’s website, http://www.uthsc.edu/bookstore/. You may pay for books with a major credit card.
- If you know what textbooks are needed for Fall 2012 semester, you can purchase them in Memphis before leaving, but please be sure that the book requirement or edition will not change during the summer.
- You can purchase books through web-based booksellers, e.g. Barnes and Noble and Amazon. Be sure to order the correct edition of the book.

How do students get access to online libraries (UTHSC, Preston Medical at UT Medical Center)?
- UTHSC Library: you can visit the library in Memphis in person and set up your off-campus access with the assistance of the library staff. You can also set up access by visiting the library’s website at https://library.uthsc.edu/register/ and using your NetID and password.
**Preston Medical Library:** off-campus access to the Preston Medical Library will not be necessary as students have off-campus access to the UTHSC resources. The online journals and resources of the Preston Medical Library will be available in person during library hours. Students can print articles and make copies in the Preston Medical Library using the student copy code.

All students now have the privilege of 24 hours access to the Preston Medical Library. Students will need to swipe their UTMC badge on their way into the library using the scanner to the right of the door. Below are the guidelines posted on the website. Please see the steps on getting a UTMC badge on page 6.

After Hours Access to the Preston Medical Library is limited to clinical personnel with a need to access specific reference material for patient care purposes. The following categories are considered clinical personnel: Graduate School of Medicine Residents, GSM students and faculty, College of Pharmacy students and UT Medical Center Physicians and nurses. All those accepting afterhours access privileges accept the responsibility of the following guidelines:
- Allowing access to individuals whose ID cards do not activate the security system is prohibited. (Do not prop open the door or otherwise facilitate unauthorized access)
- Library computer equipment must not be removed from the library.
- Journal issues must not be removed from the library.
- Self checkout of books must be completed before text books can be removed. (See instructions at desk)

**Where do students access course handouts? Where can students print the documents?**

The distribution and printing of course handouts will follow the policies of the Health Science Center and College. Copies of course materials will be distributed on or before the first day of class by the class president. Students are expected to pay their class dues which are used to pay for copying course handouts. Blackboard will also be used to post handouts for most electives, students enrolled in the courses will be expected to print the materials before class at the College’s computer lab or off-site. Updates of materials and resource information for all courses may be posted to the Blackboard site and students will be advised to print or not to print the materials by the course director(s).

**Where will reserve copies of textbooks be housed?**

Textbooks for required courses are placed on reserve for student use in the Preston Medical Library, located next to the College of Pharmacy building at UTMC.

**Where can students study?**

There is space for students to study in the College’s Student Lounge and Computer Lab. The Preston Medical Library at UTMC has limited study space. The Hodges Library on the UTK campus is also a place to study and where you have access to the Graduate Student Lounge.

**How will exams be given?**

The same exam will be administered simultaneously at both campuses. The Knoxville Campus will use computerized testing when utilized in a course and will schedule the testing sessions in the Computer Lab. The Computer Lab will not be available for general use when testing is in progress. When exams are scored on Scantron forms, Knoxville Scantron sheets will be scanned onsite and the data sent to Memphis to be incorporated with the data from the Memphis campus. Students on both campuses will need their Student Identification Number, which begins with the digits “885,” to put on the Scantron sheet.
How will exams for students with testing accommodations be given?

- The Office of Disability Services (ODS) at UTK provides testing accommodations for students with physical and/or learning disabilities. ODS is located on the UTK campus at 2227 Dunford Hall, (865)974-6087, http://ods.utk.edu. Tests must be taken in their entirety between 8 a.m. and 5 p.m. on University work days.
- Students who have testing accommodations need to discuss this with the course co-directors for each course at the beginning of each semester.
- Students who have testing accommodations needs to fill out a Test Request Form for each course, which gives ODS information about test dates and times. This form is signed by the course coordinator and then submitted to ODS.
- COP tests will be sent directly from the College to ODS. The ODS staff will administer exams using ExamSoft.
- Students who take exams at ODS will park in the Volunteer Hall hourly pay garage on White Avenue and take their ticket into ODS with them for validation.
- It is the responsibility of the student to coordinate testing with the ODS staff. Students must notify ODS at least five (5) days prior to the exam day of their need to take the test. We recommend that students submit all Test Request Forms to ODS at the beginning of the term.

Are all electives and types of rotations offered in Memphis available in Knoxville and vice versa?

Some electives and rotations are only available to students based on either the Memphis or Knoxville campus. The offerings change from year to year and most are available at both campuses.

What steps have to be completed for students to begin rotations? When are these done?

In the fall semester of the P3 year, students will select and rank rotation choices. Rotation assignments are made using the computerized rotation scheduling program. There are several pieces of documentation that students will need before beginning rotations. Instructions for this process are given during the Professional Development course. The information is also available on the Experiential Education Blackboard site.

Where can students get tutoring?

The College will coordinate group tutoring sessions for P2 students throughout the semester. You will receive notification of tutoring sessions via listserv message.

Will students be able to review tests and answers after grades have been returned?

Yes. Course directors will provide you with specific instructions on where to go and the time frame for you to review your exam. Typically, students will be instructed to make an appointment with Ms. Lydia Jurand; she may be reached at 974-2100 or ljurand@utk.edu.

How can students communicate with instructors in Memphis if they have questions?

Faculty members have been asked to provide one or more methods of communication:
- Ask for questions at the beginning of class
- Schedule the last 5 minutes of class time for questions
- Circulate any e-mail questions received from a student anonymously to all students in the course
- Use a Blackboard discussion section for posting questions and answers
• Establish electronic “office hours” in order to receive and respond to questions by e-mail

Are all faculty members at UTMC full-time members of the College of Pharmacy faculty?
Faculty members who are on staff of UT Medical Center serve as part-time members of the College of Pharmacy faculty and are a vital part of our educational structure. The College’s full-time faculty members do work in clinical settings at UTMC but are employed directly by the College of Pharmacy. Questions about the College, its policies, the curriculum, or other issues should be directed to full-time members of the faculty or staff of the College.

If students are involved in a research project involving human subjects, is IRB approval required?
Yes, in all cases when this research is performed as a UTHSC student. Approval by the UTHSC Institutional Review Board, Knoxville is required before the study starts for studies performed at UT and non-UT facilities. See Dr. Chyka for details before starting a project.

What is the dress code?
The College of Pharmacy dress code for the classroom is as follows:
• Students must wear a visible UTHSC ID badge
• No hats or head covering of any kind, except for religious, cultural, medical or ethnic observations
• Pants should not be excessively tattered or worn and no clothing with holes
• Pants should not be cut too low or worn in a manner that causes the upper portion of the buttock or underwear to be exposed
• No shorts
• No revealing clothing including low cut blouses or shirts/pants that allow the abdomen to be exposed
• No strapless shirts, shirts with spaghetti straps, or halter tops
• No T-shirts with discriminatory or derogative statements or graphics
• T-shirts that are sold by student or pharmacy organizations or UT are allowed
• Jeans and scrubs are allowed
• No flip-flops
• Dress sandals are appropriate for classes

The College of Pharmacy dress code for experiential education (including Applied Therapeutics) is as follows:

The professional practice experiences are one of the most important components of the pharmacy professional curriculum. They provide an opportunity for students to directly apply the knowledge and skills gained in the classroom and to acquire new knowledge and skills that will serve as the foundation for the rest of their professional career. Another important element of the practice experiences is the development of appropriate professional attitudes and behaviors when interacting with patients, their families, and other health care providers. Students are reminded that their dress, grooming, language, and communication skills will significantly influence what others (e.g., patients and other health care providers) think about their professional competence, the College of Pharmacy, and the profession of pharmacy. Thus it is crucial for students to project a professional image and conduct themselves in a professional manner during all practice experiences. Specific policies on student conduct and dress in professional practice experiences include the following:
• The College of Pharmacy conducts professional practice experiences at a variety of practice sites. In addition to the standards outlined in this document, students are expected to comply with established policies and procedures at each practice site.
These could include, but are not limited to, dress and appearance, use of cell phones and pagers, computer, internet and email usage, and patient confidentiality.

- Students are ethically and legally responsible for maintaining the confidentiality of all patient information.
- Students are expected to dress professionally when engaged in experiential practice activities. The following dress code applies to all students in pharmacy labs and practice experiences.
- Students must wear a name badge and a clean white waist length coat (or white pharmacy coat) at all times in the pharmacy practice laboratory and practice sites. Scrubs are acceptable in certain labs IF the instructor has given permission. (e.g. Patient Assessment Lab)
- In all patient care settings, male students must wear a dress shirt and tie and females should dress in similar professional/business attire.
- Students may NOT wear the following in pharmacy laboratories or professional practice settings:
  - Jeans
  - Shorts
  - T-shirts
  - Dirty or soiled sneakers/tennis shoes
  - A head covering, head garment, hat, or cap unless for religious or cultural practices.
  - Excess jewelry or accessories that may interfere with safety and the effective performance of the processes and procedures being carried out including piercing of the eyebrow, lip, nose, and tongue.
  - Provocative or revealing clothing including shirts that expose the abdomen or that are low cut
  - Tattoos should not be visible to patients
- Individual sites and situations may have their own professional attire policies, which take precedence over the college of pharmacy policy. The student must adhere to those requirements while in the respective facilities.
- Students are expected to treat patients and their families with respect and dignity.
- Students are expected to take personal responsibility for their actions during their professional practice experiences. However, it is important that students recognize the limitations of their skills and abilities and to seek assistance from their preceptor or others when necessary.

**Can I have food and drinks in the classroom?**

Food and drink are allowed in Room 220. Food is never allowed in Room 309. Drinks in containers that can be sealed (e.g., soda bottles with screw-top lids, sports bottles) are allowed in Room 309. Drinks in containers that cannot be sealed (e.g., fast food restaurant cups, coffee cups with plastic lids, soda cans) are not allowed in Room 309.

**Are there lockers available in the College of Pharmacy Building?**

There are lockers available for students on the second and third floors of the College of Pharmacy Building. Please see Melissa Smith to request a locker. Please see the locker policy, also distributed at orientation, for more information. Students are responsible for providing their own locks. By College policy, students will not be allowed to bring any materials into the classroom with them on exam days, but are expected to keep items in their student locker.
Student Services and Campus Resources

How do students receive their financial aid monies?
- All students receive their excess financial aid via electronic deposit or a check by mail. Students must utilize Banner to register and process financial aid.
- For additional information, Pharmacy students on both campuses work with Ms. Nikki Williams at the UTHSC Financial Aid Office (nwilli41@uthsc.edu; 901-448-8324).

How do students provide the College with proof of their private health insurance (so it will be removed from their tuition bill)?
Students who have private health insurance may complete an insurance waiver in Banner.

Where do students park for classes at UTMC?
Students will park in a designated area for Pharmacy students in Lot A, accessible from Cherokee Trail. This lot is located behind the UT Medical Center facility.

How do students register for parking tags at UTMC?
Student parking stickers will be distributed at orientation. If students will be charged for parking fees in the future, they will be included on students’ fee sheets from the UTHSC Cashier’s Office, distributed prior to the beginning of each semester.

How do students get a work study job in the Knoxville area?
Students apply for work study jobs through the UTHSC Financial Aid webpage (www.uthsc.edu/finaid/), just as they do in Memphis. Students review the position openings, contact the employer of those positions in which they are interested, and then fill out the online application form.

The following institutions in the Knoxville area typically have work-study positions available:
- Blount Memorial Hospital, Maryville
- East Tennessee Children’s Hospital
- Tennova
- Methodist Medical Center Oak Ridge

What different forms of identification or access cards will students need?
Students on the Knoxville campus will need the following forms of identification:
- **UTHSC Student ID**: students will still need this ID with them in Knoxville. It will be necessary to wear this ID at UTMC, COP facilities, and other clinical sites and to check materials out of the UTK Hodges or UTMC Preston Medical Libraries. (see below for instructions on replacing a lost UTHSC ID).
- **VolCard**: this is the UTK student ID card. They will be made in August. Students will need a VolCard to use UTK services including Student Health, fitness facilities, and to get event tickets.
- **UTMC Badge**: this is the ID that will allow access to the Preston Medical Library after hours. See the following question to find out how to obtain a UTMC badge.
- **UTMC Access Card**: this card will allow access to the COP building stairwell doors during business hours; UTMC parking lot A, if a gate requiring card access is installed; and to the College of Pharmacy computer lab when locked. It is the responsibility of the student to pay for a replacement card if theirs is lost or stolen.
How do I get a UTMC ID badge?
After the first week of class in the fall, the P2 class president in Knoxville will work with Rhonda Green and the Student Services Coordinators to set up blocks of time for new students to get a badge made. Students will also need to complete the UTMC Agreement Form at this time.

What do I do if I lose my UTHSC ID card and need to get a replacement?
If you lose your UTHSC ID, you need to buy a new one from the UTHSC Campus Police Department. Send a check for $12, made out to “The University of Tennessee,” to Sgt. Beverly Avis at: UTHSC Campus Police, Attn: Sgt. Avis, 740 Court, Memphis, TN, 38163. Include your name and mailing address. Please note that if you get a new ID card you need to notify the UTHSC library; they will need the new card information so that you can continue to use the online library resources and check out library materials.

How do students get a VolCard? What do students get with their VolCard?
VolCards are the student ID cards for UTK students. A VolCard is necessary for access to programs and services on the UTK campus, such as student health, counseling, and event tickets. The VolCard can also act as a campus account, called an AllStar Account. Students can add monetary value to their account (if they wish) and make charges against that value for things on the UTK campus like vending, parking, VolPrint, and dining services. Information on AllStar Accounts is available at [http://web.utk.edu/~volcard/studaccount.html](http://web.utk.edu/~volcard/studaccount.html).
To get a VolCard, go to the VolCard Office located in Neyland Stadium between gates 12 & 13. Students are not eligible for VolCard services in semesters in which they are not enrolled in courses. Therefore, students may not use VolCard services in the summer months, unless it is the summer between the P3 and P4 year when students are on rotation. See the related question about summer TRECS (fitness center) access below in the “Student Life” section.

The services that students get with the VolCard are:
- Student health services
- Athletic and cultural event tickets (some of these events are not free; in these cases the card gives you access to purchase tickets, sometimes at a reduced cost)
- The TRECS center (the fitness and aquatic center)
- UTK libraries. You will need your UTHSC ID to check out books from Hodges Library on the UTK campus and to have access to the Graduate Student Lounge located inside Hodges
- Print from UTK campus computers and copiers if value has been added to your AllStar account
- Use of computer labs on the UTK campus and in Hodges library

Where do students go when they are sick?
Student Health Services is located on the UTK campus at 1800 Volunteer Blvd., (865)974-3135, [http://web.utk.edu/~shs/default.html](http://web.utk.edu/~shs/default.html). You have access to Student Health Services with your VolCard. Services include primary care, allergy services, and family planning services (among others).

If you are injured or become sick while on a clinical rotation, immediately notify your preceptor and follow his or her instructions for receiving medical treatment.

Will students have access to psychological counseling services?
Counseling services are available at no cost (with your VolCard) at the Student Counseling Center, 1800 Volunteer Blvd. (in the Student Health Center), (865)974-2196. Staff members
provide a variety of services for students, faculty, and staff, including walk-in services; crisis intervention; individual, couples and group counseling and psychotherapy; psycho-educational workshops; and consultation.

Will seminars on personal skills be available (such as time management and study skills)?
The College’s Student Services staff can coordinate workshops during the fall and spring semesters at the COP facility for students on study skills, etc. utilizing staff from the UTK Student Counseling Center if there is an expressed need for such a program by students. Students who request specific topics or need additional resources will be referred to the Student Counseling Center.

How do students receive important announcements about the Knoxville campus?
- There are three listservs, one for each class based on the Knoxville Campus, that are managed by the College. This will be the mechanism for College announcements and information.
- Students should register for UT Alert, a program at UT Knoxville that notifies students and staff of emergency situations by text message, and/or e-mail. Information and registration instructions are available at https://www.utk.edu/utalert/. When you log into the system, you will be instructed to follow a separate link for Health Science Students studying in Knoxville.
- Student leaders have volunteered to keep everyone informed of Knoxville events by submitting information that goes into a slideshow, which plays between classes in 309.

Student Life

Where can students eat at the Knoxville COP?
- College of Pharmacy Student Lounge, which has vending machines and microwave oven
- UTMC cafeteria, called the Allspice Café. Students will receive the employee discount if they present their UTHSC name badge at the cash register. There is also a Starbucks in the main hospital building and a grab-and-go facility in the Heart Lung Vascular Institute for coffee, sodas, and sandwiches.
- Many restaurants are a 5-10 minute drive from the COP campus. There are a multitude of restaurants on Cumberland Avenue near the UTK campus, on Kingston Pike, and on Alcoa Highway and the University Center on the UTK campus has several eating facilities.

Where can students park on the UTK campus while using the library, bookstore or recreation facilities?
There is no free parking on the UTK campus at any time. Routine parking on the UTK campus for students, faculty, and staff requires payment of a parking fee. Students have the OPTION to purchase one of the following types of parking permits for use on the UTK campus if they would like to do so:
- Commuter permit: $182 (valid August – May). Can be used to park in all commuter parking lots anytime and in unreserved staff lots after 5:00 p.m.
- Evening permit: $38 (valid August – May). Can be used to park in all commuter lots after 3:00 p.m. and all unreserved staff lots after 4:00 p.m.
- WARNING: parking rules are enforced on the UTK campus. Parking citations are $32 (parking with no permit), $24 (parking in an inappropriate lot), $42 (parking in a fire lane), and $200 (parking in a handicapped space or lane).
- If students wish to purchase either type of parking permit, they are available beginning in August at the Parking Services Office, 2121 Stephenson Drive, (865)974-6031, http://web.utk.edu/~pso/default.html. Rates are subject to change.
Students who do not wish to purchase a permit should use one of the following options for occasional visits to the UTK campus:

- metered parking when available near the facility
- bus transportation from the UT Medical Center to the Fort Sanders area near campus
- arrange for a ride from UT Medical Center and to be picked up when done
- hourly paid parking garage on White Avenue

Campus maps and parking regulations will be available during orientation.

**Do students have summer access to the TRECS Center (the fitness and aquatic center)?**

COP students do not have access to the TRECS Center in the summers between the P1 and P2 and P2 and P3 years since they are not enrolled in courses at that time. After the first year they spend on the Knoxville campus, students will have the option to pay for summer membership to TRECS. This is not available for the first summer students are in Knoxville per UTK policies that apply to all new and transfer students on the UTK campus.

**How do students get and remain involved in student organizations in Knoxville?**

Each student organization has procedures for organizing their group across the Knoxville and Memphis campuses. Organizational leaders should be contacted for information on their group.

**Will students have representation on UTK student committees?**

The College of Pharmacy has a voting member on the University of Tennessee Knoxville Graduate Student Senate. PSGA will determine how this member will be selected (either by appointment or election).

**How will members of student organizations from both campuses communicate with one another?**

Organizations have the opportunity to use rooms with videoconferencing equipment if they need to have a meeting that involves the Knoxville and Memphis campuses. There is also a Student Organization Office where small groups (group officers, for example) can talk with other students in Memphis via videoconference.

**Will students on the Knoxville campus have the opportunity to be involved in College-wide committees?**

Students from Knoxville are included in committee assignments. There are also committee(s) on which students will serve that will be specific to the Knoxville campus. This gives students the opportunity to voice opinions and suggestions about the campus.

**Events**

**What events will all students, including those based in Knoxville, be required to attend?**

There are several opportunities for students to come together for a variety of events in both Knoxville and Memphis. Some examples are fraternity parties and retreats, UT football games in Knoxville, PLS and Rho Chi induction, graduation in Memphis.

**When and where will P3 students receive their CPR recertification training?**

Rising P3 students complete their CPR training on the Knoxville Campus on various dates between the end of the P2 year and the beginning of the P3 year.
Will Knoxville students be able to participate in Pharmacy Weekend?
Students who wish to be part of the Pharmacy Weekend events in Memphis may travel to Memphis at their own expense to participate.

Will there be a Career Fair and Interview Day on the Knoxville Campus?
A Career Fair and Career Day (Interview Day) are held on the Knoxville Campus each fall.

Will there be a separate Rotation/Residency Day on the Knoxville Campus?
There is a separate Rotation/Residency Day program on the Knoxville Campus each August.

Where will graduation be held for students in Knoxville?
Graduation ceremonies for all students are held in Memphis during the last week of May.

How are students measured for graduation regalia?
Each student is asked to provide three measurements to the UTHSC Bookstore: head circumference, chest circumference (men, you can use your jacket size plus 2 inches), and height. Students pick up their regalia when they arrive in Memphis for graduation. All regalia are ordered on a rental basis and are to be returned after the graduation ceremony.

When and where will composite pictures for graduation be taken?
Graduation composite photos are taken in the fall of the P3 year. Students in Knoxville are photographed by the staff in the UTK Photography Studio at the COP Building. The digital photos are sent to Memphis and incorporated with those of the students who are based on the Memphis campus. The College provides the graduation regalia for the photos.

Will there be admissions interviews on the Knoxville Campus? Will COP students be able to participate (giving tours, talking about the program, etc.)?
Approximately one-half of the interview days offered by the College take place on the Knoxville Campus. All candidates are part of the same pool and all admissions decisions will be made jointly with committee members in Knoxville and Memphis. The UT College of Pharmacy Ambassadors, a group sponsored by PLS, will give tours and talk with applicants about the program, the campuses, and student life as part of the interview schedule.

Computers and Computer Network

Where can students have their personal computers and electronic devices serviced?
- The Office of Information Technology (OIT) site at The Commons, located on the second floor of the Hodges Library, Rooms 220 and 235. UTK will provide support services to Pharmacy students for personally owned laptop and desktop computers. This support consists of operating system support, application support, wireless network support, spyware, and antivirus support. The student will be expected to bring their computer to the Service Center at The Commons on the main UTK campus during normal service hours. There will be no charge for this service.
- The University Computer Store is located on the main floor of the University Center on the UTK campus. They primarily work on Apple computers, but a list of repair services and suggestions for other computers is available at http://utbookstore.utk.edu/uccs/index.php?p=repairs. The store can be reached at (865)974-2930 or uccs@utk.edu.
- Best Buy is located at 8925 Town & Country Circle, (865)769-5358. They do in-store and at-home repairs through Geek Squad.
Will students get a new e-mail address and NetID in Knoxville?

No. The e-mail address and NetID assigned in the P1 year in Memphis will be retained throughout the PharmD program. Student e-mail addresses will not change from student’s netID@uthsc.edu. Access procedures for e-mail, Blackboard, and the UTHSC computer network will be the same as those in Memphis.

Can I print in the Knoxville Campus computer lab?

Yes, you can print! However, UTHSC has instituted a copy limit for all students on all campuses. Students are allowed to print 1500 pages per academic year (with rollover starting with the P2 year) and will be charged five cents for every page over that amount.

Will students need to register their personal computers and WiFi devices on the UTK network?

Yes, students will need to register their computers with UTK network services to take advantage of the wired and wireless (WiFi) network connections that are available in the COP building and on the UTK campus. Students who plan to use a digital device with WiFi capability will also need to register that device with the network system administrator.

The UTMC has a public access WiFi system intended for hospital visitors and patients. Although students can log on to the UTMC WiFi network from the College, you are asked to avoid using the UTMC WiFi. By using it, you will occupy WiFi resources and prevent their use by UTMC. Please use the UTK WiFi Network (UT-Open) available at the College of Pharmacy.

Is there a computer help desk available?

Pharmacy students, faculty, and staff will primarily rely on information technology support services at UTHSC for software application and e-mail support. Calls for assistance should be placed to the UTHSC Help Desk for initial troubleshooting and problem definition. If the problem is determined to be a network or desktop computer issue then the UTHSC Help Desk will contact the UTK unit for problem resolution.

UTHSC Help Desk: Toll-free: 1-800-413-7830, Fax: (901)448-8199, Email: helpdesk@uthsc.edu.

How do I get a new clicker if mine is lost, stolen, or damaged?

If a student’s clicker is lost or no longer functions, they will need to purchase a new clicker as soon as possible. Rhonda Green (Room 206) can issue a 2-day loaner with a $40 deposit (in the form of a check made payable to the University of Tennessee). A new unit can be purchased at the UTK Bookstore in the University Center. Notify the IT staff about your loaner and replacement unit so that the database of serial numbers can be updated to reflect the student’s new number.

If a student is unsure if their clicker is functioning correctly or needs assistance with their clicker, the IT staff can inspect the device when class is NOT in session. Students should maintain a supply of extra batteries at all times should the battery expire.

Miscellaneous

What hours is the College of Pharmacy building open to students?

The COP building is open to students from 7:30 a.m. – 5:30 p.m. Monday through Friday during UTHSC work days. The Preston Medical Library is open to students 24 hours a day with a UTMC badge.
Urine Drug Screens
There has been an increasing demand from hospitals in all parts of the state to have all personnel who spend more than a few days at a facility to undergo a urine drug screen in order to comply with recent Joint Commission directives as interpreted by a hospital’s administration. This also affects students who are in a facility for training – in your case in a facility for Applied Therapeutics, special projects courses and rotations. In Knoxville, all student pharmacists will need to undergo a urine drug screen prior to starting their clinical training as a P2.

The College has worked with Covenant Health to provide the needed drug screen panel. Currently, one urine drug screen with a negative result will be sufficient for the approximately 2.5 years you will be in Knoxville. The cost of $50 is a bare bones charge for the assays (we have compared other options) that the student will be responsible for paying. You will be asked to sign a release form in order for Covenant to send a copy of the report to the College for record keeping. Further, if the drug screen result is positive for any of the drugs tested, a Medical Review Officer will contact the student to review current medications and prescriptions or potential interfering substances. If a confirmatory test or a retest is required, the student will need to pay for any additional charges. All test results will be reviewed by Covenant and College officials and kept confidential. However, a true positive drug screen will prevent a student from clinical training without other considerations such as an individualized rehabilitation program and repeat testing to be determined by the College and institution. In essence, the procedures and implications for drug screening are similar to the ones in place as pre-employment drug screening for most pharmacy positions.

If a urine drug screen is not performed, you will not be permitted to start the experiential portion of Applied Therapeutics in Spring 2013 semester in mid-January. More information and directions will be sent to you by October 1.

Can students get a copy of their records from Student Health in Memphis transferred to Knoxville?
Students can print a copy of their immunization record through the UTHSC Student Health portal and take this to UTK Student Health. They may also email Christa Deiss at cdeiss@uthsc.edu and request that a copy of their records be transferred to the UTK Student Health Services office.

What is the mailing address and phone number of the Knoxville campus?
College of Pharmacy, Knoxville Campus
University of Tennessee
1924 Alcoa Highway, Box 117
Knoxville, TN 37920

Phone: (865)974-2100
Fax: (865)974-2022

Changes to this information will be circulated as items are updated.
We welcome your comments and suggestions.

Students may submit their comments to:
Ms. Melissa Smith, Coordinator of Student Services: msmith18@uthsc.edu