



University of Tennessee, Knoxville
**TRACE: Tennessee Research and Creative
Exchange**

The Exchange Newsletter

Institute for Public Service (IPS)

8-2009

Exchange August 2009

Institute for Public Service

Follow this and additional works at: https://trace.tennessee.edu/utk_exchange

Recommended Citation

Institute for Public Service, "Exchange August 2009" (2009). *The Exchange Newsletter*.
https://trace.tennessee.edu/utk_exchange/59

This Newsletter is brought to you for free and open access by the Institute for Public Service (IPS) at TRACE: Tennessee Research and Creative Exchange. It has been accepted for inclusion in The Exchange Newsletter by an authorized administrator of TRACE: Tennessee Research and Creative Exchange. For more information, please contact trace@utk.edu.



New Leaders Help University Support State's Industries

The agency that helped Tennessee manufacturers gain nearly \$1 billion in favorable economic impact in fiscal year 2009 will have a new executive director, Paul Jennings, to lead its efforts for fiscal year 2010.

Jennings, vice president for planning and development at Columbia State Community College, will join the University of Tennessee (UT) Center for Industrial Services (CIS) as its executive director



Paul Jennings

Sept. 1. He will take the helm of UT CIS as its former executive director, Dave Hall, transitions into a new role as senior economic development specialist for the statewide UT Institute for Public Service (IPS). CIS is one agency of the Institute.

Jennings has an extensive history in economic and community development, technical assistance program management, research, grant development and management, strategic planning and

(continued on page 2)



Gaines Key (left) and Terry Bailey have helped the city of Sparta public works department cut its trash collection days from five to three.

Sparta Asks MTAS to Help with Public Works Issues

Sharon Rollins, MTAS Consulting Program Manager

The UT Municipal Technical Advisory Service (MTAS) helped the city of Sparta tackle some big public works and utility issues recently and set in motion significant changes that impact all city residents and businesses.

Sparta wanted to become more efficient and self-sufficient in refuse collection and disposal. Prior to December 2008, the city collected residential refuse from 2,300 customers five days a week using rear-loaders staffed by three-person crews. Old equipment was worn out and the city needed to decide whether to continue collection using rear-loaders or to switch to an automated loader and carts.

The governing body decided to modernize residential refuse collection by switching to automated collection equipment. Before switching, refuse collection for residential and commercial customers was paid entirely from the city's general fund. The governing body implemented a refuse collection fee for both residential and commercial customers to cover the costs of operation. The change occurred with few complaints because the city did an excellent job of communicating and working with citizens and business owners. The city is now generating \$360,000 a year in solid waste fees, meaning a cost reduction to the city's general fund. Also the city is picking up residential garbage three days a week instead of five.

The city also needed to upgrade water and wastewater infrastructure to satisfy regulatory mandates and to catch up on maintenance. MTAS provided a utility rate *(continued on page 2)*

IN THIS ISSUE

CTAS Adds Podcasts to Web Site

LEIC's Southeastern Command and Leadership Academy Opens Ninth Session

One Username, One Password!

MTAS, Group Aims to Expand Renewable Energy

CTAS Adds Podcasts to Web Site

County officials can now go online to learn about certain topics or receive legislative updates thanks to podcasts from the [UT County Technical Assistance Center \(CTAS\)](#) Web site. A podcast is an audio recording that can be heard on a computer or downloaded to an iPod or MP3 player.

Each CTAS podcast is less than 15 minutes in length and explains a topic legislative update. Four podcasts are available on: the Sunshine Law, updates to the Americans with Disabilities Act, changes to the Family and Medical Leave Act, and filling a vacancy in a county office.

Mary Ann Moon, CTAS e-learning specialist, came up with the idea for the podcasts and enlisted help from CTAS Legal Consultants Libby McCroskey, Kristy Brown and Jeff Metzger to record the podcasts. Don Johnson, CTAS finance and budget consultant, also helped with the Sunshine Law podcast. All the podcasts are in a radio show format in which Moon interviews the CTAS consultants about the various topics. Albert Tieche, digital media consultant for the UT Center for Industrial Services, assisted with podcast recording as well.

The CTAS Web site includes a help section for people not familiar with podcasts, along with a contact area through which people can submit comments and suggest future podcast topics. ■

New Leaders Help University Support State's Industries

(continued from page 1)

outreach. He has been with Columbia State since 1998. Before that, he was director of the Tennessee Energy Institute/Small Business Development Center at the University of Memphis. There, he was responsible for statewide energy and technology public service programs. Earlier in his career, Jennings was a program manager for the Tennessee Department of Economic and Community Development, where he managed energy efficiency programs for schools, local governments and small businesses.

"Paul has a wealth of experience in the important areas of energy, economic and community development, and academic administration that equip him well for his new, challenging assignment," said Mary Jinks, UT vice president of public service. "I'm pleased to welcome Paul to CIS and am looking forward to the good that the Center will continue to accomplish under his leadership."

The Center was established in 1963 by the Tennessee General Assembly to provide information, data and materials relating to the needs of industry. The agency is organized as an extension service, with a staff of over 50 people in five offices across the state. Every day, CIS engineering and professional consultants help Tennessee business and industry improve their economic competitiveness.

"CIS has a proud tradition of being the premier provider of technical assistance to Tennessee manufacturers and is known throughout the state for its expertise and quality service," said Jennings. "I am honored to be part of this tradition and look forward to working with the IPS and CIS team to serve this vital part of our economy."

Jennings' arrival at CIS comes on the heels of Hall's transition from CIS to IPS. Hall has been with CIS since 1991 and has served as its executive director since 2005. With a passion to support manufacturing vitality and retain jobs, Hall will continue to work for industry growth in Tennessee as part of IPS' economic development team. Hall will assist automotive industries in Tennessee — particularly examining the supply chains of automakers as they adjust to industry changes — and steer the institute's efforts to establish Tennessee as a leader in sustainable energy industries.

"I appreciate Dave's years of steady leadership at CIS and know he will have great success around the state in his new role," said Jinks. ■

Sparta Asks MTAS to Help with Public Works Issues

(continued from page 1)

study that included a capital budget for five large water and sewer projects and 10 pieces of equipment at a price tag of \$7.6 million. The utility department planned to add positions to do more maintenance work in-house rather than contracting these services to outside vendors. These plans resulted in a need to raise water and wastewater rates. The city's governing body implemented a 52 percent rate increase to pay for improvements in order to continue to grow. ■

LEIC's Southeastern Command and Leadership Academy Opens Ninth Session

The Southeastern Command and Leadership Academy (SECLA), an initiative of the UT Law Enforcement Innovation Center (LEIC), opened its 9th Session on July 13 at UT Chattanooga (UTC).

SECLA is a seven-week law enforcement leadership and management program designed for progressive and innovative police managers and their agencies. SECLA prepares students for the increased responsibility of administrative command positions by providing them with the knowledge and skills necessary for successful leadership, not only in their agency, but also in their community.

Mike Hill of LEIC said the course is divided into seven one-week sessions, held over a nine-month period. Over the past several months, LEIC has been working closely with UTC faculty and staff and successfully converted two of the seven weeks of classroom instruction to online or e-learning. The new online curricula will provide more flexibility in the program by allowing the students to remain in their home city and complete their classroom assignments. The 24 students in this session

include top law enforcement officers from Arnold Air Force Base, Chattanooga, Cleveland, Dandridge, Germantown, Johnson City, Knoxville, Martin, Memphis, Morristown, Nashville, Newport, Ridgeway and Waverly.

The program's faculty includes Dr. Vic Kappeler, criminal

justice professor, Eastern Kentucky University, author and founding editor of *Police Forum* and *Police Liability*; Dr. Janet Kelly; Dr. Charles Corley, associate professor of criminal justice, Michigan State University; and Dr. Vic Bumphus, UTC Criminal Justice Department. Areas of study include leadership and management, emerging trends in law enforcement, community oriented policing, organizational skills, risk management

and liability, planning and budgeting, managing diversity and media relations.

The academy is a partnership between LEIC, State of Tennessee Office of Criminal Justice Programs, UTC Continuing Education Division, UTC School of Criminal Justice, and the Tennessee Association of Chiefs of Police. ■



IPS Employee Reminder:

Payroll Is Now Paperless

Beginning in August, all university employees will receive pay statements online and will no longer receive printed paper statements.

At each pay period, employees will receive an e-mail notification that their pay statement is available online. Using their Net ID and password, they can log onto a secure Web site to review or print the statement. Employees should have received a letter listing their Net ID from the university's payroll office in July.

IPS employees who have problems with their Net ID, password or access to the secure Web site should contact their agency's IT administrator: Andi Damewood (LEIC); John Erdmann (CIS); Scott Gordy (IPS CO); Justin O'Hara (MTAS); and Jon Walden (CTAS). ■

One Username, One Password!

Scott Gordy, IT Administrator, and
John Erdmann, CIS IT Consultant

The University of Tennessee is putting the information technology in place to ensure that all staff members have one username and one password, and the UT Institute for Public Service (IPS) will be one of the first staff groups to make the change.

By year's end, each employee will have a single username and password with which to log on to his computer, access the IPS Intranet, or access other statewide computer and network-based services of the university.

IT personnel at each IPS agency have a plan in place to make the transition as painless as possible. Most employees will notice little change in how they access e-mail or log on to their computers.

The Active Directory Services project intends to extend sharing privileges to all campuses, with an ultimate goal of eliminating as many directory service systems as possible.

Scott Studham, chief information officer for the university, is leading the effort. The changes are part of the university's efforts to simplify IT procedures and to save expenses of maintaining multiple servers and directory services. IPS' use of Microsoft Outlook for e-mail is part of the change — for all staff to use `firstname.lastname@tennessee.edu` as their preferred e-mail address.

The primary benefit of the Active Directory change is having a single username and password for all online needs at the university. IPS' IT staff will share additional features and details about Active Directory capabilities, such as better file sharing, in the coming months. ■

IPS Employees: Register for Annual Conference by Aug. 14

The 2009 IPS Annual Conference is set for Sept. 9-10, and this year employees will register to attend the conference using [SolutionPoint](#). Employees must register by Aug. 14.

The 2009 conference includes a luncheon and awards ceremony, with separate events in the Knoxville and Nashville areas. Employees must register whether they will attend in Knoxville or Nashville, based on their home office location. Employees based in Knoxville, Johnson City and Chattanooga will attend Sept. 9 at the Museum of Appalachia (www.museumofappalachia.com). Staff based in Cookeville, Nashville, Jackson, Martin and Memphis will attend Sept. 10 at Loveless Barn (www.lovelessbarn.com). Employees should carpool as much as possible; dress is business casual.

The Paula Muscatello/Billy Rodgers memorial golf tournament is not scheduled in conjunction with the conference this year. The golf tournament's date and location will be determined later.

To register for the conference:

- Go to www.solutionpoint.tennessee.edu.
- Choose "SolutionPoint Login" at the left of the page.
- Under "Please Log In," enter your university NetID as the Username and your six-digit personnel number as the Password.
- Under the Home tab of SolutionPoint, you will see a "Catalog Search" box. Enter 2009 IPS Annual Conference and click "Go."
- Select the 2009 IPS Annual Conference for the city you will attend and complete your registration.

Once registration is complete, all employees who used SolutionPoint to register for the annual conference will receive a SolutionPoint promotional item.

For assistance with conference registration, check with your agency's SolutionPoint coordinator: Kasey Draney (IPS CO); Sarah Holley (MTAS); Terri Kinloch (CTAS); Deidra Phillips (LEIC); and Patty Wells (CIS).

SOLUTION POINT

Council Attendees Learn More on Sustainable Energy, Economic Development

The Tennessee Renewable Energy and Economic Development Council held its first statewide meeting June 10 at Fall Creek Falls.

A total of 75 mayors, business representatives and state officials heard presentations about The University of Tennessee (UT)/Dupont Danisco Switchgrass Ethanol Demonstration Plant; Tennessee Valley Authority (TVA) Solar Energy Program; Arcadis Wind Energy Development; East Tennessee Clean Fuels Coalition; Biodiesel Logic; and StrataG biomass logistics planning.

UT President Emeritus Dr. Joe Johnson urged members to cooperate and provide leadership to their communities across the state. Johnson said three agencies of the UT Institute for Public Service — Municipal Technical Advisory Service (MTAS), County Technical Assistance Service (CTAS) and Center for Industrial Services (CIS) — are key resources to assist communities in renewable energy and economic development. Johnson called the council an excellent vehicle to promote and educate citizens about renewable energy.

Attendees heard about the city of Crossville's innovative program of sustainability and youth awareness. McBee Bailey and Associates presented a proposed program for developing 10 community-wide biodiesel recycling programs across Tennessee.

The council's mission is to promote and connect renewable energy with sustainable economic development. The council was chartered by the state of Tennessee on Aug. 21, 2008, and is available to help communities with strategic planning in renewable energy and to develop energy production facilities.

For more information, contact Warren Nevad, executive director for the council and MTAS municipal management consultant, at warren.nevad@tennessee.edu. ■



Emily Keyser



Erin Kettle

IPS Welcomes Two New Employees

Emily Keyser is the newest employee at the UT Municipal Technical Advisory Service (MTAS). Keyser graduated from The University of Tennessee, Knoxville in 2004 with a bachelor's degree in English. A highlight during her time at UT was attending The University of Helsinki as an exchange student. Since then, she has worked with middle school students through Americorps at the Emerald Youth Foundation, an after-school, summer mentoring program. She also worked in retail management at Jerry's Artarama in Knoxville. Keyser started at MTAS as a temporary employee. She became a full-time administrative specialist in June. In her free time, she enjoys photography, travelling, and trying new food.

Erin Kettle, research coordinator, is a new hire with the UT County Technical Assistance Service (CTAS). She will work in the CTAS Nashville office undertaking a large-scale research project and various special projects. She has a bachelor's degree in political science and a master's degree in public administration from UT Knoxville. She spends most of her free time enjoying the company of her boyfriend Noel, her two cats, Grizabella and Shenanigans, and her Beta Fish named Little Brother. She enjoys rowing, swimming, being outdoors, reading good books and spending time with friends. ■

FACETIME

Have news you want to share? Give your news to the agency representative for The Exchange – MTAS, Frances Adams-O'Brien; CTAS, Claire Marsalis; LEIC, Janet Hails; CIS, Wendy Eddy; and IPS CO, Susan Robertson.

Haley Schubert, granddaughter of **Jane Davis (IPS CO)** and a fourth-grader at Brickey-McCloud Elementary School, advanced to the 2009 Junior Olympic Skills National Finals in San Diego in late July.



Haley Schubert

Schubert was one of only 72 finalists to compete in the invitation-only national basketball finals and to take part in the opening ceremonies. The 8-year-old plays basketball for the Norris Area Basketball Association, American Youth Soccer Organization soccer and is in the Talented and Gifted program at Brickey-McCloud. The Junior Olympic Skills Competition is a national grassroots skills competition that provides boys and girls ages 8 to 13 the opportunity to showcase their athletic abilities in four sports — basketball, soccer, tennis, and track and field.

Julie Thompson, principal of Carter Elementary School in Knox County and daughter of **IPS CO retiree Nancy Everett**, has been honored with the 2009 Value-Added Achievement Award, taking first place in the elementary school division for East Tennessee. The Education Consumers Foundation established the awards to honor principals dedicated to advancing their students academically as measured by Tennessee's Value-Added Assessment System (TVAAS). The system gauges student progress year over year by analyzing annual Tennessee Comprehensive Assessment Program scores. Awards are given in two categories — elementary and middle schools — in each of Tennessee's three regions — East, Middle, and West.

Thompson and six Carter Elementary teachers went to Nashville in May to receive the award from Tennessee Commissioner of Education Dr. Tim Webb and the Foundation.

"Julie and her excellent staff of teachers are committed to providing a learning environment for each of their students," said Everett. "As a result of this commitment, the school receives great support from community leaders and businesses in the area."

State Rep. Harry Brooks, House District 19, said the following about Thompson and Carter Elementary:

"I have known Mrs. Thompson since her elementary days at Ritta School, where my wife (Mary) was privileged to have been one of her teachers. Her work ethic then destined her for success later. The Carter Elementary School building is one of the oldest in Knox County and is in real need of being renovated or replaced. I support the effort for a new school and hope that it will come to realization. However, the fine teachers there do not

use this older building as an excuse for sub-standard performance. These teachers, under the leadership of Mrs. Thompson, are dedicated professionals and deserve this high recognition."

Ralph Cross (MTAS)

became a first-time grandfather June 5 to Liam Raleigh Keown. Liam is the son of Cross' daughter Audrey and son-in-law Grant, who live in Chattanooga. Liam weighed 7 lbs. 12 oz. and was 20.5 inches long.



Ralph Cross and Liam



Mary Ann Moon (CTAS) and Dave Pierce were married Saturday, June 27 at Krutch Park in downtown Knoxville. Macel Ely (IPS CO) performed the ceremony.

Stefanie Ellis (LEIC) and her husband Josh welcomed their son, Frank Crandall Ellis, into the world on Friday, June 19 at 5:56 a.m.



Kurt Frederick (MTAS) and Cheryl Marcum were married on May 23, 2009. Although they dated for just under a year, Cheryl and Kurt have known each other for 48 years. They grew up together and went camping and water skiing with their families as children and always kept in touch through their parents as they got older. Last year Cheryl's son suggested they go to a football game in Nashville together, and it was a favor Kurt will never forget.

Staff Applause



Chris Payne



Mike Hill



Mandy Johnson



Warren Nevad



Dennis Huffer

TO: MIKE GARLAND, CTAS

On behalf of the Wayne County Highway Department, I would like to express my appreciation and gratitude to CTAS. **Chris Payne** in particular has assisted our department in so many ways and always with professionalism and a wonderful attitude. Chris trained us beyond the call of duty with the Highway Database, going as far as assisting with a complete rebuild of the data after Mother Nature wreaked havoc on our computer system during a recent storm. Again, thank you CTAS and thank you Chris. We could not do our jobs near as well without the services and support you all give us.

Sharri Partain
Wayne County Highway Department



TO: MIKE HILL AND MANDY JOHNSON, LEIC

I want to thank you and UT LEIC for supporting the Knoxville Police Department's Youth Leadership Councils, Youth Academy, and Student Police Academy these past three years. These programs have served the students and community well, influencing the lives and attitudes of our students in such a positive way! The evolution and growth of the Student Police Academy speaks well for the quality of the academy. Your support to initiate the program and provide it with solid grounding is most appreciated. Thanks again!

Janice Gangwer
Training Specialist
Safety Education Unit
Knoxville Police Department



TO: DON GREEN AND STAFF, LEIC

I want to take a moment to express my appreciation to both you and the Law Enforcement Innovation Center for offering quality criminal justice training to police agencies throughout the country.

The Seattle Police Department has benefited greatly through the relationship that we have established with LEIC over the past six years. With your assistance, the Seattle Police Department Crime Scene Investigations Unit was formed and has since provided our department with professional crime scene processing and the collection of forensic evidence at a higher level not previously achieved without your organization. Both you and your staff are to be congratulated for your professionalism and state of the art education that you provide to the law enforcement community.

John Diaz, Interim Chief of Police
Mark Hanf, Detective
Crime Scene Investigations Unit
Seattle, Wash.



TO: WARREN NEVAD, MTAS

Congratulations on the very successful inaugural conference of the Tennessee Renewable Energy and Economic Development Council at Fall Creek Falls State Park. You, Greg Johnson, J.H. Graham, and other leaders attracted an impressive program, took great care of all guests, and staged a series of thoughtful presentations by J.H., Jon Overly, Jeff Breeden, Kelly Tiller, and other talented and enthusiastic experts. Everyone in attendance had well deserved praise and appreciations for you. Thank you for allowing me to be a part of the Wednesday session.

Joseph E. Johnson, President Emeritus
The University of Tennessee



TO: DENNIS HUFFER AND STAFF, MTAS

Thank you so much for your assistance in the fiscal note research and writing process. Your comments make our notes more accurate and I really appreciate all your help. I know it took a lot of your time, but the information you provided was a wonderful tool for us. I look forward to continuing to work with you.

Kathryn Chastain
Local Government Analyst
Fiscal Review, General Assembly



IPS August Calendar of Events

◆ CIS

- Aug. 4 East Tennessee Veterans Business Conference, Oak Ridge
- Aug. 5 Industrial Air Regulations, Memphis
- Aug. 5-6 Congressman Lincoln Davis Procurement/Grants Conference, Manchester
- Aug. 11 8-Hour Site Worker Refresher, Bartlett
- Aug. 12 8-Hour Emergency Response Refresher, Bartlett
- Aug. 12 Industrial Air Regulations, Nashville
- Aug. 18-21 OTI511 Occupational Safety and Health Standards for General Industry, Knoxville
- Aug. 24-28 Lean Certificate Series, Gatlinburg
- Aug. 25 8-Hour Site Worker Refresher, Nashville
- Aug. 25 Eureka! Profit 101, Knoxville
- Aug. 26-27 16-Hour DOT, Nashville
- Aug. 28 8-Hour DOT Refresher, Nashville
- Aug. 31 8-Hour DOT Refresher, Knoxville

◆ CTAS

- Aug. 5-6 Occupational Safety and Health Administration (OSHA) Training for Highway Officials, Winchester
- Aug. 11 Family Medical Leave Act (FMLA) and Fair Labor Standards Act (FLSA) Training for County Officials, Knoxville
- Aug. 12-14 Association of County Mayors Conference, Knoxville
- Aug. 12 FMLA and FLSA Training for County Officials, Kingsport
- Aug. 20 FMLA and FLSA Training for County Officials, Jackson

◆ NAIFEH CENTER FOR LEADERSHIP

- Aug. 6 Tennessee Executive Leadership Academy (TELA) Forum, Nashville
- Aug. 6 TELA Class of 2009 Graduation, Nashville
- Aug. 23-28 Tennessee Government Management Institute, Montgomery Bell State Park

◆ LEIC

- Aug. 3-7 Forensic Digital Photography, Nashville
- Aug. 24-28 Tennessee Gang Investigation Conference, Nashville
- Aug. 31 NFA Bloodstain Pattern Analysis, Lakewood, Wash.

◆ MTAS

- Aug. 4 Urban Forestry, Germantown
- Aug. 4 Certified Municipal Finance Officer Program, Internal Control and Auditing, Spring Hill
- Aug. 5 Urban Forestry, Nashville
- Aug. 6 Urban Forestry, Pulaski
- Aug. 10 Urban Forestry, Morristown
- Aug. 12 Certified Municipal Finance Officer Program, Internal Control and Auditing, McMinnville
- Aug. 12 Certified Municipal Finance Officer Program, Internal Control and Auditing, Athens
- Aug. 12 Certified Municipal Finance Officer Program, Internal Control and Auditing, Jackson
- Aug. 19 Certified Municipal Finance Officer Program, Internal Control and Auditing, White House
- Aug. 19 Certified Municipal Finance Officer Program, Internal Control and Auditing, Morristown
- Aug. 19 Certified Municipal Finance Officer Program, Internal Control and Auditing, Jackson
- Aug. 25 Elected Officials Academy, Level II, Livingston

RECRUITMENTS

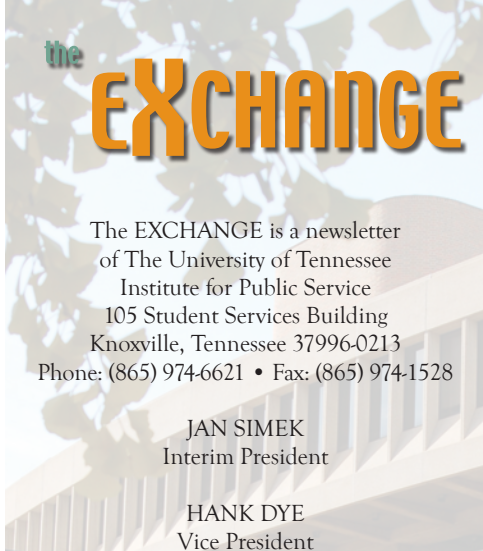
- ◆ **CTAS**
Legal Consultant, Nashville
- ◆ **IPS CO**
Development Director, Knoxville
- ◆ **MTAS**
Training Consultant, Knoxville
Municipal Management Consultant, Knoxville
Legal Consultant, Knoxville
Training Program Manager, Knoxville

NEW HIRES

- ◆ **CIS**
Wendy Eddy, Business Manager, Nashville
- ◆ **CTAS**
Erin Kettelle, Coordinator, Nashville
- ◆ **MTAS**
Emily Keyser, Administrative Support Assistant, Knoxville

STATE SERVICE LONGEVITY

Macel Ely, IPS CO	6 years
Gina Guinn, LEIC	7 years
Gary Hayes, CTAS	29 years
Karen Holt, IPS CO	10 years
Brett Howell, CTAS	14 years
Don Johnson, CTAS	20 years
Ron Loewen, IPS CO	21 years
Brenda Moss, IPS CO	35 years
Keith Ridley, CIS	10 years
Ben Rodgers, CTAS	4 years
Gary West, MTAS	4 years





The EXCHANGE is a newsletter of The University of Tennessee Institute for Public Service
105 Student Services Building
Knoxville, Tennessee 37996-0213
Phone: (865) 974-6621 • Fax: (865) 974-1528

JAN SIMEK
Interim President

HANK DYE
Vice President
for Public and Government Relations

DR. MARY H. JINKS
Vice President
of Public Service

WWW.IPS.TENNESSEE.EDU

The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university. The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990. Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/T/Y available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.