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Economic Development
Specialists Complete
State Training Course

MTAS Fire Management
Consultant Receives
National Designation

UT Institute for Public Service
Assistant Vice President Named
to National Board

EXCHANGE

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CIS, Nissan Partner on Risk Assessment Training Program

Note: This article was compiled from a paper authored by Lynn Reed, a productivity consultant with CIS.

WITH THE ADVENT of ever increasing sophistication in modern automotive technologies demanded by the consumer market and a desire of the Original Equipment Manufacturer (OEM) to be both innovative and original in car design, the challenges auto manufacturing suppliers

face today are becoming increasingly more difficult and complex. The UT Center for Industrial Services and Nissan North America are partnering on a unique training program to help address some of those challenges.

Nissan, as with all OEMs, mandates a detailed risk analysis of suppliers' manufacturing activities and the production systems associated with the product(s) they supply; and, more specifically, mandates they target reductions in quality defects, warranties and recalls. Potential Process Failure Mode and Effects Analysis (PFMEAs) and control plans are playing an increasingly critical role in supplier success relative to providing high quality parts with extremely low defect rates.

At the beginning of every fiscal year, suppliers at Nissan get a fresh start with supplier quality and a chance to improve their supplier status. Maintaining their footing is difficult IF the suppliers lack the necessary robustness in their products, processes or services to maintain the new status. For suppliers with Nissan that lose their status as high quality suppliers, something different was needed. As a lower status supplier, these companies were often placed on protocols to monitor product quality and assure offending products stayed out of Nissan's supply chain. Nissan quality engineers often visited these suppliers' facilities to monitor quality. Today, an average automobile can have as many as 30,000 parts depending on car size with most of these parts coming from outside suppliers. It is quickly obvious that any extensive reach into supplier's manufacturing facilities is unrealistic for Nissan's quality team.

LEIC Recognizes Graduating Class of National Forensic Academy

THE UT LAW ENFORCEMENT INNOVATION CENTER (LEIC) recently honored the participants of the 33rd session of the National Forensic Academy with a graduation ceremony.

Twenty-four law enforcement professionals from across the country



Economic Development Specialists Complete State Training Course



FORTY-SIX ECONOMIC DEVELOPMENT PROFESSIONALS from Tennessee and other states graduated from the eighth annual Tennessee Basic Economic Development Course (TBEDC) in Nashville. This four-day course is one of the eight economic development courses offered by the UT Center for Industrial Services (CIS), and is considered the cornerstone of the Tennessee Certified Economic Developer (TCED) professional certification program. The course also is accredited by the International Economic Development Council.



Over the course of the week, the class heard presentations from more than 30 expert practitioners in many specialties of economic development. Participants said one of the biggest benefits of the experience, beyond the presented material, were the relationships

built over the week. Case studies, group work, class discussions and after-class activities gave everyone the opportunity to create a broad network across Tennessee.

“We were so fortunate to have amazing nationally recognized Tennessee economic

Attendees learned best practices in economic and community development, new methods and programs to promote job growth and investment, and discussed emerging trends and factors that shape local and regional economics. This year’s diverse class had a range of participants that included chamber of commerce and economic and community development organization professionals, elected and appointed officials, state government agency staff, community planners, airport authority personnel, bankers, business leaders and real estate developers.

development professionals as instructors at the TBEDC,” Erin Ketelle, TBEDC course director and TCED director.

The week closed with the TBEDC graduation ceremony. Certificates were presented by CIS Executive Director Dr. Paul Jennings and Ketelle. Several students spoke during the ceremony to share their favorite experiences from the week.

For more information about economic development training opportunities, please contact Ketelle at erin.ketelle@tennessee.edu or (615) 532-4926. x

(continued from cover)

Because PFMEA is the basic tool of choice for risk management within the automotive sector, Nissan made a decision to change its model with its PFMEA risk reduction strategy. That is when the partnership with CIS started. Over a six-month period, CIS and Nissan developed a training curriculum that was put into place late last year. Within the curriculum are five activities used to educate students in the class. It is a process of teaching a concept then implementing what was learned to reinforce understanding.

So far more than 350 supplier representatives have received the training. The training has reached a significant number

of engineers and professionals within Nissan’s supply chain. Deliverables from these classes for all attendees include a series of improvement opportunities related to the PFMEA and control plan documents they bring to the class, in addition to an increased knowledge and understanding of Nissan expectations.

“We see this training as being beneficial to other OEM sectors and not just to the supply chains for automotive,” said Lynn Reed, CIS consultant. “Any manufacturing supply chain with complexity built into their product or with potential failures that put property, equipment, or people at risk can benefit from the use of PFMEA risk assessments.” x

(continued from cover)

participated in the 10-week, hands-on crime scene investigation course. While in Oak Ridge for the academy, participants study everything from digital photography to bloodstain investigation to shooting reconstruction.



Concita Bell, with the North Carolina State Bureau of Investigation, was presented with the Dr. Bass Award for high achievement during the NFA session. David Horn, with the Ohio Bureau of Criminal Investigation, was selected as the NFA Session 33 class leader. X



Graduates from Session 33 of the NFA

Concita Bell	North Carolina State Bureau of Investigation	Robert Jolly	Biloxi (Miss.) Police Department
Bob Blanton	Anchorage (Alaska) Police Department	David Kron	Shepherdsville (Ky.) Police Department
Joey Boyd	Tennessee Bureau of Investigation	Mark Lucero	New Mexico State Police
Phillip Breeding	Texas Rangers	Mike Melasecca	Biloxi (Miss.) Police Department
Richard Brinkley	Rutherford County Sheriff's Office	Robin Nave	Anchorage (Alaska) Police Department
Steve Brown	Rutherford County Sheriff's Office	Clint Norris	New Mexico State Police
John Cochran	Tennessee Highway Patrol	Tori Peacock	Georgia Bureau of Investigation
Robert Evans	North Carolina State Bureau of Investigation	Mark Pearson	Alaska State Troopers
Jason Grove	Tennessee Bureau of Investigation	Jessica Phillips	Barnwell (S.C.) County Coroner's Office
Stephanie Herron	Ohio Bureau of Criminal Investigations	Mateo Serfontein	South Dakota Department of Criminal Investigation
Jessica Hildebrand	Georgia Bureau of Investigation	Skip Stewart	Tennessee Highway Patrol
Dave Horn	Ohio Bureau of Investigation	Don Stoner	Texas Rangers

kudos

To: Brent Lackey, LEIC

I wanted to touch base with you about the State Training Focus Group meeting. I did want to pass on some information that I was unaware of yesterday at the meeting, or I would have stated it in front of everyone. My sheriff and chief deputy attend the Sheriff Association meetings regularly and have met some of the UT Law Enforcement Innovation Center reps at those meetings, and they have received feedback from other constituents and our officers who have attended training courses through the center. When I briefed them on the meeting with everyone, they were honored that I got to be a part of the focus group because they feel that LEIC is the future for training law enforcement officers across the state.

So pat yourselves on the back because you are making a difference in the lives of not only the officers who work the street, but for training commanders like me and agency administrators who rely on agencies like LEIC to provide specialized training that we simply can't provide ourselves. Thank you again for the invite, and if you need anything else, please let me know.

*Brad Edwards, Training Division
Commander/Administrative Sergeant
Robertson County Sheriff's Office*

To: Jim Thomas, MTAS

In response to the article on Social Media and the Public Employer: The HR Challenge I have received quite a bit of positive feedback from the journal's readership. Further, the piece has already led to several conference speaking engagements. I'll be sure to throw (MTAS HR Consultant) Bonnie Jones' name around and put in a plug for MTAS, CTAS and the IPS.

*Joe Jarret, Attorney at Law
Knoxville*

To: Libby McCroskey, CTAS

On behalf of the government's division, I'd like to thank you for participating in the review process of the Individual State Descriptions 2012. We appreciate the time and effort you took to review the descriptions; your comments and suggestions were extremely valuable in ensuring accurate descriptions of state and local governments.

The Individual State Descriptions is a product of the Organizational Component of the Census of Governments. As you saw with your state's description, it describes in detail how each state is organized into each different type of government. The descriptions define the scope of what is covered in the employment and finance components of the Census of Governments and is considered to be an essential resource in understanding the data from the Census of Governments; Employment and Census of Governments and Finance. Your participation in this review was an integral part in improving the quality of these descriptions.

*Shirin Ahmed, Acting Chief
Governments Division U.S. Census Bureau*

To: Chuck Gluck, CIS

Thank you for teaching the DOT class in Nashville. It opened my eyes to a lot of vital information needed for responding personnel and our employees as well. You kept the serious subject on a lighter note, but also were able to incorporate everyday practices and events into the discussion to show us from a different perspective the scale of this information. I am actually excited to be sending one more member of our team to the Jackson location later this month for training. Again, thank you for sharing your knowledge and expertise with us. You are a tremendous asset to all.

*Suzanne Wallace, Safety Manager
Greenfield Products, LLC*

To: Kevin Lauer, CTAS

On behalf of the planning committee and participating organizations, I want to thank you for your participation in the 2014 National Hurricane Conference in Orlando (Fla.). We heard many positive comments regarding this year's conference, and your effort and participation helped to make it so successful. We greatly appreciate the time and effort you spent to help make this conference such a great success. Thanks again and we'll hope to see you next year in Austin.

*Lisa C. Tait, Coordinator
National Hurricane Conference*

Lynne Holliday

CTAS Senior Financial Specialist



AFTER 15 YEARS OF HELPING counties solve financial issues, Lynne Holliday is retiring from the UT County Technical Assistance Service (CTAS).

Holliday joined CTAS in 1999. Prior to that, she was a senior research associate with the Tennessee Advisory Commission on Intergovernmental Relations working on state and local fiscal policy issues. She also worked with the Tennessee Department of Education during the early implementation of the Basic Education Program. She received her bachelor's degree in economics from Austin Peay State University, and her master's degree in agricultural economics from UT.

Holliday won a Five Franklins Award in 2000 and in 2012.

Well Wishes...

“Lynne came to CTAS with a strong background in education and education finance. Her research skills were needed to assist the county officials and their association directors in analyzing proposed legislation and its budgetary impact on county government. Her knowledge of the highly complicated BEP education funding formula and her ability to quickly analyze the volume of data necessary was essential to county officials to understand the funding requirements of local education. It did not take Lynne long to discover many other ways her skills could be utilized to create a more efficient delivery system for certain reporting and data collection. She developed a good relationship with the Comptroller's IT department which has allowed CTAS to analyze comparative data across the majority of counties financial reporting. When called upon to take on new challenges, Lynne has devoted a tremendous effort to achieve success. CTAS was challenged to step out of the normal work we provide and deliver a new service to one of the largest counties in the state. Lynne was asked to manage this project which involved all of the staff of CTAS and most of the management and professional staff of the county. This was a very stressful and large project requiring the CTAS staff to develop an understanding of the services to be performed. She arranged for the training of the CTAS staff and managed the scheduling of the work and staff involvement. The officials have been pleased with the outcome and the continuous improvement. She has been a real asset to the CTAS organization and the entire State.

While we are happy for Lynne to enter into a new lifestyle and have the opportunity to enjoy her grandchildren, her new home and travel, she will be missed by all of us at CTAS.”

Robin Roberts, CTAS field services administrator

“I have worked with Lynne for many years on numerous issues affecting counties, but most notably on education funding. Lynne's extensive, in-depth knowledge of the complex funding mechanisms for K-12 education in Tennessee have helped county officials across the state to understand and deal with the many issues that arise in connection with funding their local school systems. She has also been indispensable during each legislative session in calculating the financial impact of the proposed legislation on counties. And she was instrumental in the creation of the Tennessee Data Portal project, an extensive database of statistical information pertaining to Tennessee counties. To say her work is impressive would be an understatement. Lynne is a valued colleague and a wonderful friend. I wish her all good things in this next chapter of her life. She will be greatly missed!”

Libby McCroskey, legal consultant

Pat Frost

Accounting Specialist



AFTER 36 YEARS OF SERVICE with the University of Tennessee, half of those with the Institute for Public Service, Accounting Specialist Pat Frost is retiring. Her central office co-workers are going to miss her strong work ethic, sense of humor and general kindness. During retirement, she plans to spend more time gardening, relaxing and attending her grandchildren's various extra-curricular activities.

Well Wishes...

“Pat has been a tremendous asset to IPS and she will be sorely missed around the central office. I especially loved watching her eat strawberry shortcake during our various dining excursions! And, of course we'll miss seeing her awesome shoe collection. I wish her well in her retirement.”

Dr. Mary Jinks, vice president of public service

“I have so enjoyed my experience working with Pat Frost in the IPS Central Office business office. She has provided invaluable accounting knowledge and support to the Central Office and Naifeh Center. I have depended on her good business sense and knowledge of UT systems to ensure that we do things the right way. I will miss working and laughing with her, and wish her the very best in her retirement. Congratulations, Pat!”

Gail White, chief business officer

“Pat Frost! What can I say? She has got to be one of the most honest women I know, not to mention one of the most caring. These traits are hard to find today. Her heart is unimaginably large, and that counts for her being a very dear friend. I love her and I'm going to miss yet cherish like crazy her sassy, bold, character, style for fashion, and that smile that makes a bad day good. Thanks for making work fun Pat! Enjoy every second of retirement with your family and loved ones and promise to meet with us if not weekly at least bi-weekly. God Bless you always.”

Jill Marling, administrative specialist

“Wow, what can we say about Pat? Well, Central Office will most definitely miss her. The whole institute will miss her. I don't think there is any clerical staff working here now, or who have ever worked for IPS, that have not had some type of contact with Pat. Pat has a growl that she uses to scare people away, but then she jumps through hoops to help us all. Pat has been a life saver to me over the years and I will miss her very much! Pat won the Tom and Diane Ballard award in 2006, and I can't think of another IPS employee who has done more to serve IPS and earn the award. Pat has been a great friend, a confidante, a teacher, a helper and an awesome team player. Thank you, Pat, for your service to IPS and others. We will greatly miss you!!”

Jane Davis, administrative coordinator

“Pat has been an excellent employee. As the accounting specialist, she made sure all invoices were paid correctly and timely. I admire her candor and willingness to do things right. She has been asset to IPS and the university, and will truly be missed. I not only consider Pat a co-worker but friend. I'm sure she will enjoy her retirement and enjoy spending more time with her grandkids.”

Thaddeus Grace, IPS business manager

Marie Vesser

Administrative Support Assistant



MARIE VESSER, the first voice you hear when you call the IPS central office, will be retiring at the end of June. Vesser has spent 13 years in the front office of IPS and a total of 33 years at UT. She previously worked in the departments of political science and philosophy. She is looking forward to the next phase of her life, and plans to spend more time with family, friends and her five-month-old grandson Koleson. She hopes to one day go back to Yellowstone National Park to work as a seasonal park ranger just like she did before she started at UT 33 years ago.

Well Wishes...

“I have most appreciated Marie’s positive attitude and her willingness to go out of her way to help anyone who called or walked through the door. I wish her the best in her retirement.”

Dr. Mary Jinks, vice president of public service

“I have only been employed here for a little over a year. Marie was very patient, in helping me learn the ropes. I’m sure I frustrated her quite a bit. She was always helpful when I needed information and supplies. She was the first person I talked to when I came here for an interview. I told her how much I liked her accent. If I have a question, she knows where to get the answer. I think we are going to have a long training period with whomever they replace her with. As a fellow, “double dipper” I wish her the greatest of luck and good fortune. She should have more time to spend being a grandmother. I hope she has a Happy Retirement.”

Chuck Gluck, CIS consultant

“Marie enjoys helping customers who call needing information on training programs or certificates for CIS, and she goes beyond the call to assist them. She has enjoyed working at IPS and UT for 33 years and is looking forward to new adventures in her retirement. Thank you for all your dedication at IPS and we wish you the best in the future.”

Judie Martin, IPS operations manager

“I was surprised when she nominated me for the Horizon award on my third year here at CIS. She has always been more than happy to assist me when I needed information on classes that Walter or Chuck have held. We have worked closely since I came on board 6 years ago. We here at CIS wish her a wonderful retirement and she will be missed.”

Patty Wells, CIS administrative support assistant

Legislative Intern Recounts Experience with State Representative

By Alex Armas

Intern, Naifeh Center for Effective Leadership

IT HAS BEEN AN HONOR and a privilege to work as a legislative intern for the Naifeh Center for Effective Leadership under UT's Institute for Public Service these past four months. A couple years ago I would have been assigned to the House Speaker's office. Under House Speaker Beth Harwell's leadership I was instead assigned to the House of Representatives to work for Rep. Darren Jernigan (D-Old Hickory). Working in Jernigan's office was an experience unlike any other. He taught me the true meaning of perseverance and determination through his life struggles and the obstacles he overcomes every day.

Jernigan is confined to a wheelchair because of a car accident 20 years ago that left him paralyzed from the neck down. A tragedy I cannot fathom; Jernigan is by no means confined in his life. He has overcome every obstacle, persevered over every doubter, and is now living proof that heart and willpower can overcome any situation. Jernigan exemplifies every quality one would want in a leader. He is humble, honest, caring, and a true statesman.

I am so thankful I was given the opportunity to represent the Naifeh Center for Effective Leadership, and my experience has given me the tools I need to move forward and begin a passionate career.

Jernigan made me feel like an equal and gave me the opportunity to tailor my internship to the things I was interested in. I sat in on meetings with lobbyists and department liaisons, watched sessions from the house floor, and even worked a bill Jernigan

carried from start to finish. I was honored to have Jernigan as a mentor. Under his leadership I learned the ins and outs of state government and invaluable life lessons that have transformed me into a leader just like him. Although I was only with him for four short months I can honestly say his impact on my life will never be forgotten.

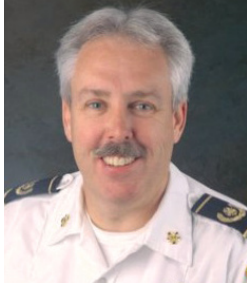


Alex Armas with Stefani Mundy.



Any student given the opportunity for a legislative internship should run with it and I would say to them: go in with an open mind, don't be afraid to take risks, and give 100 percent to every task. I want to thank Dr. Gary Peevely, Naifeh Center program manager and Dr. David Folz, professor of political science and public administration at UT Knoxville, for their continued support and sound advice. I would not be where I am without their help and it has again been an honor and a privilege to work as the Naifeh Center intern. ✕

MTAS Fire Management Consultant Receives National Designation



DENNIS WOLF

THE CENTER FOR PUBLIC SAFETY EXCELLENCE'S COMMISSION ON PROFESSIONAL CREDENTIALING (CPC) re-conferred the designation of chief EMS officer (CEMSO) on MTAS Fire Management Consultant Dennis Wolf.

Wolf received his initial designation in July 2008. The CEMSO designation program includes an assessment of the applicant's education, experience, professional development, technical competencies, contributions to the profession, community involvement, and more. Wolf is the only accredited CEMSO in Tennessee and one of 95 CEMSO's worldwide. ✕

MTAS Website Includes New TACIR Publications

THE TENNESSEE ADVISORY COMMISSION ON INTERGOVERNMENTAL RELATIONS (TACIR) has released its publication, *Ensuring Fair and Equitable Water and Wastewater Rates for Non-resident Customers of City Utilities*, which you can download for free here: http://www.tn.gov/tacir/PDF_FILES/Other_Issues/2014_WaterRates.pdf.

This publication includes tables showing the cost of 5,000 gallons of water by county and water system and cost of 5,000 gallons of sewer by county and sewer system.



TACIR also published two other reports in January of this year: *Insurance as an Alternative to Surety Bonds for Public Officials* (http://www.tn.gov/tacir/PDF_FILES/Other_Issues/2014_SuretyBonds.pdf) and *Tennessee Valley Authority's Payments in Lieu of Taxes—Annual Report to the General Assembly* (http://www.tn.gov/tacir/PDF_FILES/Taxes/2014%20TVA%20PILOTS.pdf).

In addition to these TACIR publications, there are many new resources available through the MTAS website, including multiple surveys and projections for the 2014-2015 state-shared taxes and appropriations. ✕

UT Institute for Public Service Assistant Vice President Named to National Board



STEVE THOMPSON

STEVE THOMPSON, assistant vice president with the UT Institute for Public Service, was recently elected to serve as vice president/president-elect of the Southern Consortium of University Public Service Organizations (SCUPSO). Thompson was elected at the association's annual conference held on the campus of the University of North Carolina – Chapel Hill.



SCUPSO is made up of university public service organizations and schools of government. The group promotes collaboration among directors, faculty and staff of university-based public service institutes and centers. Members, who come from colleges around the country, focus on common challenges and opportunities related to their organizations, as well as on ideas for helping local, state and non-profit clients address current policy issues.

The organization has more than 25 member universities. The Institute for Public Service has been a member of SCUPSO since the consortium's inception in 1979. ✕

announcements

RECRUITMENTS

CIS Training Coordinator III, Nashville
 CTAS Executive Director, Nashville
 LEIC Training Consultant II, Oak Ridge
 Training Coordinator, Oak Ridge
 MTAS Coordinator I, Knoxville

DEPARTURES/TRANSFERS

LEIC Jennifer Benson

RETIREMENTS

CO Pat Frost
 CTAS Lynne Holliday
 CO Marie Vasser

IPS SERVICE LONGEVITY

Jeff Broughton 1 year
 John Chlarson 16 years
 Libby McCroskey 23 years
 Emily Miller 6 years
 Honna Rogers 1 year
 Norma Wilcox 23 years

calendar

CIS

June 3 8-Hour Site Worker Refresher, Memphis
 June 4 8-Hour Site Worker Refresher, Nashville
 June 5 First Aid, CPR and AED Workshop, Nashville
 June 5 Tennessee Environmental Regulatory Overview (Simulcast), Kingsport
 June 5 Tennessee Environmental Regulatory Overview (Simulcast), Martin
 June 5 Tennessee Environmental Regulatory Overview, Nashville
 June 9 9-Hour DOT Refresher, Knoxville
 June 9 OSHA for Federal Government Contracting Knoxville
 June 10 16-Hour DOT, Knoxville
 June 11 OSHA 7510 & OSHA7845 Training for Federal Government Contracting, Nashville
 June 20 OSHA 7510 & OSHA7845 Training for Federal Government Contracting, Jackson
 June 24 Tennessee Marketing and Attractions Course, Nashville
 June 24 Engineering Management Certificate Program, Knoxville
 June 27 8-Hour DOT Refresher, Nashville

CTAS

June 18-19 County Officials Certificate Training Program (COCTP), Montgomery Bell

LEIC

June 4-6 Crime Scene Management, Springfield
 June 9-13 School Resource Officer Training, Franklin
 June 23-27 School Resource Officer Training, Maryville
 June 25-27 Crime Scene Management, McMinnville

MTAS

June 4 Succeeding Under Stress, Johnson City
 June 5 Succeeding Under Stress, Knoxville
 June 10 Succeeding Under Stress, Jackson
 June 11 Succeeding Under Stress, Bartlett
 June 12 Customer Service, Morristown
 June 20 Police Review, Chattanooga
 June 20 Water and Wastewater, Chattanooga
 June 21 Risk Management, Chattanooga
 June 21 Public Works, Chattanooga
 June 21 Human Resources, Chattanooga

June 25 Financial Reporting I, Jackson
 June 25 Financial Reporting I, Knoxville

NAIFEH CENTER

June 15-19 TGMI Week Two, Knoxville

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