3-31-2022

SACSCOC Referral Report 2022

University of Tennessee, Knoxville

SACSCOC Referral Report

Submitted March 31, 2022

THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

INSTITUTIONAL EFFECTIVENESS

Standard 10.7 - Policies for Awarding Credit

The institution publishes and implements policies for determining the amount and level of credit awarded for its courses, regardless of format or mode of delivery. These policies require oversight by persons academically qualified to make the necessary judgments. In educational programs not based on credit hours (e.g., direct assessment programs), the institution has a sound means for determining credit equivalencies.

Judgment

☑Compliance   ☐Non-Compliance   ☐Not Applicable

SACSCOC Comments

The institution explained how credit is awarded in terms of the number of credit hours. Although the course number system was explained, the institution did not provide evidence of how the level of credit is determined at the graduate level. Although the institution provided a definition, an institutional policy was not provided regarding determining the amount and/or level of credit awarded for its courses.

College Response

The University of Tennessee, Knoxville (UT Knoxville) has an institutional policy to determine the amount and/or level of credit awarded for graduate courses, which is published in the 2021-2022 Graduate Catalog. The Graduate Catalog is available online at https://catalog.utk.edu/.

This documentation providing evidence of how the level of credit is determined at the graduate level existed in the Graduate Catalog at the time of the Compliance Certificate preparation, and unfortunately was not included in the evidence provided to the committee. Course Numbers and Levels is and was included in the Graduate Catalog as shown below with the verbiage that appears beneath it. Additionally, in order to highlight this information further, the heading "Course Numbers and Levels" has been added to the table of contents of the Graduate Catalog.

Course Numbers and Levels

Each course offered by the university is identified by the name of the academic discipline and a three-digit course number. These numbers indicate course level.

Course Numbers	Level
000-099	Noncredit; preparatory.
100-299	Lower division; primarily for freshmen and sophomores.
300-499	Upper division; primarily for juniors and seniors; when taken for graduate credit, the letter G will precede the course credit hours on the grade report.
500-599	Graduate; sometimes available for undergraduate credit; when taken for undergraduate credit, the letter U will precede the course credit hours on the grade report.
600-699	Advanced graduate; open to graduate students; available for undergraduate credit (with approval of instructor) for students holding a degree who are taking additional work as undergraduate non-degree students; when taken for undergraduate credit, the letter U will precede the course credit hours on the grade report.
800-899	Veterinary Medicine; Law.
900-999	Law.

The following verbiage has been added to the Graduate Catalog to clarify the existing differences in graduate course levels. The heading "Courses Available for Graduate Credit," was also added to the table of contents to aid in locating the information.

Courses Available for Graduate Credit

Course numbers 400-499
Upper division undergraduate courses primarily for juniors and seniors. Some 400-level courses are available for graduate credit, and these courses are listed in the Graduate Catalog. All 400-level courses taught for graduate credit must provide information in the syllabus describing the additional learning outcomes and/or other requirements that must be satisfied in order for a student to receive graduate credit.

Course numbers 500-599
Graduate credit. These entry-level graduate courses often taken by master's students or beginning doctoral students. They are sometimes made available for advanced undergraduate students to take with permission. When taken for undergraduate credit, the letter U will precede the course credit hours on the grade report.

Course numbers 600-699
Advanced graduate credit. These courses are for more advanced graduate students who have demonstrated success with 500-level coursework. Specialty courses for doctoral students are examples of 600-level courses. These courses are open to graduate students, but only rarely, and with instructor permission, open to advanced undergraduate students. When taken for undergraduate credit, the letter U will precede the course credit hours on the grade report.

As the above changes to the Graduate Catalog were not material, and were for clarification and emphasis only, they were made immediately.

Further policy demonstrating these definitions appears multiple times in the Graduate Catalog in admission and program requirements. For example, in application steps for admission, "At least one-half of the last 30 credit hours of work, exclusive of thesis courses (course 500 Thesis), must be in 500- or 600-level courses." In the requirements for an Ed.S. degree, "At least one-half of the last 30 credit hours of work, exclusive of thesis courses (course 500 Thesis), must be in 500- or 600-level courses." And, in the requirements for a doctoral degree, "Credit hours earned in 500 Thesis may not be counted toward the doctoral degree," and "A minimum of 6 credit hours must be taken in UT courses at the 600-level, exclusive of course 600 Dissertation."

Conclusion
The institution has demonstrated compliance with the requirements of this standard in answer to the committee's response, providing evidence of how the level of credit is determined at the graduate level and documenting the institutional policy regarding determining the amount and/or level of credit awarded for its courses. These policies are overseen by faculty curriculum and policy committees with members academically qualified to make the necessary judgments.

Sources

- Graduate Catalog - Academic Policies and Requirements for Graduate Students - University of Tennessee, Knoxville - Acalog ACMS™
- Graduate Catalog - Doctoral Degrees - Acalog ACMS™
- Graduate Catalog - Specialist in Education - Acalog ACMS™

Standard 13.7 - Physical Resources

The institution ensures adequate physical facilities and resources, both on and off campus, that appropriately serve the needs of the institution's educational programs, support services, and other mission-related activities.

Judgment

☑Compliance ☐Non-Compliance ☐Not Applicable

SACSCOC Comments

Additional evidence is needed to make a determination about the adequacy and protection of the institution's facilities and resources. Such evidence may include but is not limited to the Deferred Maintenance Task Force report, documentation of the institution's risk management and insurance program, inventory and disposal policies, and a description of the campus technology infrastructure.

College Response

The University of Tennessee, Knoxville (UT Knoxville) provides adequate physical resources that are safe and appropriate to support the institution's programs, services, and activities. Per the committee's response, additional evidence is provided below.

Master Plan

A master facility plan aligns buildings and infrastructure with the institution's strategic plan. The UT Knoxville Master Plan provided was approved by the UT System Board of Trustees and Tennessee State Building Commission in 2011, and was updated in 2016. In 2017, Chancellor Cheek retired to faculty and was followed by Chancellor Davenport for one year, then Interim Chancellor Davis for one year. The institution's current CEO, Chancellor Plowman, was appointed in July 2019.

In December 2019, the institution began the process of creating a new vision and, although the process was briefly paused at the beginning of the COVID-19 pandemic, it resumed in the late spring of 2020. The new Strategic Vision, Mission, and Goals were approved by the UT Board of Trustees on October 22, 2021. The new mission is "We are a diverse community with a shared commitment to discovery, creativity, learning, and engagement." There are also five strategic goals:

1. Cultivating the Volunteer experience,
2. Conducting research that makes life & lives better,
3. Ensuring a culture where Vol is a verb,
4. Making ourselves nimble & adaptable, and
5. Embodying the modern R1, land-grant university.

With the new vision and mission, a 2022 Master Plan is currently in process. The plan focuses on how to align the next ten years of new construction, renovations, beautification, and infrastructure projects with the goals of the Strategic Vision. The guiding document for the new plan is scheduled to be completed in fall 2022, and the Board of Trustees' approval is anticipated in October 2022. A Master Plan Advisory Committee represents the interest of students, faculty, and staff. In addition to the advisory committee, seven subcommittees have been working on specific elements of the plan, chaired by advisory committee members who are faculty or administrators with expertise in the areas of academics, research, facilities, design and historic preservation, energy and environment, student housing and engagement, and parking and transit services.

In November 2021, UT Knoxville engaged internationally-recognized design firm Ayers Saint Gross, along with local architectural partner McCarty Holsaple McCarty, to analyze the campus and produce a full master plan. The committee provides a frequent exchange of information with the design team and serves as the liaison to the campus. The space

needs committee advises during the space needs assessment and provides insight into findings through a university-wide lens. The advisory committee provides the sounding board for strategies and concepts. The executive committee serves as leadership throughout all stages of planning and ensures the master plan reflects the mission of the university. The Master Plan Kickoff was December 3, 2021.

The Master Plan defines current and future building needs in Knoxville, including renovations and campus expansion, in light of the institution's goals to enhance research, information technology, and academic quality. The Master Plan provides a long-range vision for the campuses of UT Knoxville and the UT Institute of Agriculture (UTIA). A key element to moving the institution from a Top 50 public research university to the ranks of the Top 25 involves having the resources to improve and supplement our campus facilities to support first-rate academic and research programs, along with student housing and services. A campus map (including UTIA) is provided, as well as maps of the institution's two off-campus instructional sites: UT Space Institute (UTSI) and leased space for the College of Social Work in Nashville.

UT Knoxville currently has 16 near-term projects; seven (7) projects are funded by the State of Tennessee, and nine (9) projects are being completed with other funds. The UT Agricultural Campus currently has six (6) near-term projects; one funded by the State, and five (5) being completed with other funds. For a complete list of projects in the Near-term phase see the University of Tennessee, Knoxville Campus Master Plan, Near-term Projects.

The Campus Landscape Vision and Site Standards document is an articulation of a vision for the campus landscape through the presentation of design guidelines and site standards for the institution. It complements the 2011 Long Range Master Plan and addresses the same areas of the campus. This companion document seeks to ensure that the implementation of the master plan results in a cohesive landscape that communicates the academic excellence of the university and provides a comfortable and attractive home for the university community.

Green Space

Over time, the Master Plan moves vehicular traffic and parking to the edges of campus so pedestrians and bicycles can move throughout the campus more easily; campus bicyclists will be able to easily connect to the city's well-established greenways.

As buildings are renovated and constructed and land is repurposed, the plan gradually turns UT Knoxville's grid-style campus layout into a pedestrian-centered layout. Enhancing the green spaces and improving navigation—along with improving its facilities—will make the campus look more traditional and more like the flagship research universities of like size and stature.

The plan recommends enhancing the campus's open spaces on the Hill, Circle Park, Morgan Hall, and the plot and pasture land on the Agriculture campus. Small "pocket parks" will be added along Melrose Avenue and east of Hoskins Library. In the long term, the Agriculture campus would become itself a full trial garden, displaying various types of landscaping throughout its acreage. More information on Green Space plans for campus can be viewed throughout the Master Plan, beginning on page 5.

Physical Facilities Surveys

A UT Physical Facilities Inventory (Facilities Space Survey) is conducted annually, and the 2022 report is anticipated to be completed next month. Results of the 2021 UT Physical Facilities Inventory and instructions for completing the inventory are provided as evidence.

Listening to those on campus is an integral part of the master plan process. The team held listening sessions with each college individually and focused meetings around structured themes, including instructional space, research, library and study space, academic support, student life, facilities and infrastructure, landscape, diversity, equity and inclusion, sustainability, parking, and transit, special events and open forums for students. The design team concluded the data collection phase of this process at the end of February and has moved into the analysis and concepts phase. In addition to in-person events, the design team is currently soliciting input through an online survey open to students, faculty, staff, and community members. The survey includes questions regarding buildings, as well as inside and outside spaces.

A separate Employee Satisfaction Survey is utilized to evaluate the perspectives and opinions of the Facilities Services department's more than 700 employees regarding the conditions surrounding their daily work experiences. In addition to helping Facilities Service as a department acknowledge and address interdepartmental successes and problems, data generated by the survey results are used to respond to the Association of Physical Plant Administration (APPA) Facilities Performance Indicators (FPI) Survey. The last Employee Satisfaction Survey was administered in 2018. Of the 97 survey responses submitted online, the average response is positive and shows increases over the previous year. Stakeholder groups were identified, and a schedule for the process was drafted. The survey is currently undergoing revision.

Space Utilization

In fall 2015, the existing UTK and UTIA campuses were comprised of 257 buildings encompassing 14,939,647 gross square feet of space. A space needs analysis was undertaken to project the academic, administrative, research, and student life facility requirements for the then-current enrollment of 27,733 student headcount. The analysis incorporated the following components: existing baseline square footage; square footage added due to projects in construction; square footage anticipated due to successful requests made through the capital budget process; reduction of square footage due to facility remodeling or demolition; and benchmark square footage need per full-time equivalent student enrollment. The space needs analysis was based on the Tennessee Higher Education Commission (THEC) space allocation guidelines. Space needs for the campuses are achieved through the renovation of existing space and the addition of new space. **Updated figures (Dec 3, 2021 Master Plan Kickoff): 294 buildings, enrollment 30,559, FT Faculty 1,586**

Application of the THEC Space Allocation Guidelines User's Manual (2013) reveals there is a significant space formula deficiency. There is a deficit of about 688,702 Net Assignable Square Feet (NASF) of academic and research space that includes classroom, classroom service, class lab, class lab service, and open lab space. Using an efficiency factor of 0.50, this translates into 1,377,379 Gross Square Feet (GSF) of building space required to meet the then-current academic and research needs of the university. In addition, there is a deficit of 195,387 NASF, or 390,774 GSF of office, library, and physical education space. The THEC Space Allocation Guidelines exclude auxiliary staff from the office space calculation. Following the guidelines, auxiliary staff was not included in any THEC tables or calculations. However, recognizing the importance of auxiliary functions on campus, auxiliary staff members were recognized in a separate table with office multipliers.

Renovated Space: Renovation needs were identified by the university by assessing the physical condition and functional suitability of existing facilities. The resulting master plan recommendations for each campus' facilities renovation require verification on a project-by-project basis as part of the detailed planning and design process prior to construction. There are approximately 299,834 GSF of renovations currently under construction or funded. Near-term renovation projects represent approximately 47,800 GSF; Mid-Term represent 225,800 GSF; and Long-Term projects represent 834,816 GSF.

New Space: Specific and clearly justified programmatic space needs for specialized functions have been identified and added to the Capital Outlay List over a period of years by the campus administration. Additional spaces are added in this update to accommodate the university's strategic plan. These additions are listed in the Master Plan in Tables 1.02 and 1.03 in the Constructed/Funded and Near Term and represent 1,058,547 GSF Constructed/Funded and 867,003 GSF in the Near Term. Per phase, this new GSF is offset by space lost to demolition and the deficit defined by the THEC space allocation guidelines. The near-term has a total deficit of 1,306,490 GSF.

Space utilization on the institution's campus is managed using Ad Astra Academic Schedule and Resource Planning Software. The University Space Committee (USC), established in 2016, is responsible for implementing Policies for Scheduling of Space that promote the efficient and effective utilization of all UT space (including buildings and property). The committee, co-chaired by the Vice Provost for Academic Affairs and the Associate Vice Chancellor for Operations, makes recommendations concerning:

- Assignment, reassignment, classification, and reclassification of space, and the assignment or reassignment of administrative priority for centrally-scheduled spaces.
- Proposals for any modifications or renovations that may be desirable after space assignments or classifications are made or updated.
- Changes to existing space-related policies.

The committee's recommendations are advisory to the Provost and Senior Vice-Chancellor, the Vice-Chancellor for Finance & Administration, and the Vice-Chancellor for Student Life. Space is defined as all space leased or owned by the state and maintained by the Knoxville campus, including that which is occupied by other university entities, including but not limited to, university-wide administration, affiliated Foundations, and the Institute of Agriculture, and the Institute of Public Service.

Research and Service Functions

As the state's primary comprehensive research institution, UT Knoxville's research space includes agricultural, biomedical and biological sciences, engineering, physical and social sciences and humanities research facilities located across the campus and the state.

The **University of Tennessee Space Institute** (UTSI) is a graduate education and research institute located in Tullahoma, Tennessee adjacent to the U.S. Air Force Arnold Engineering Development Center. UTSI was established in 1964 as part of the University of Tennessee and has become an internationally recognized institute for graduate study and research in engineering, physics, mathematics, and aviation systems and has made remarkable contributions at the local, state, national, and global levels.

In accordance with its mission, UTSI supports the Arnold Engineering Development Center (AEDC) in maintaining state of the art expertise in both technical and managerial ranks. About 500 AEDC employees have earned graduate degrees at the Institute, including 40 doctorates. In addition, thousands have participated in the continuing education programs offered by UTSI. The faculty and students have worked on a variety of research and technology development projects with AEDC personnel. It has been acknowledged often by the leadership at AEDC that the educational support of UTSI is critical to AEDC in fulfilling its national mission for the Department of Defense, NASA, and the aerospace industry.

The campus occupies 365 wooded acres beside Woods Reservoir in a peaceful setting ideally suited for student and research. The main building complex, which has won several architectural awards for its design, houses classrooms, conference rooms, and administrative, faculty, and graduate student offices. The complex also has a research library, and 12 additional buildings dedicated primarily to laboratory work. Some facilities are available for rental. The Facilities Director manages operations, maintenance, shipping and receiving, mail service, office supplies, telephone system, physical security, keys, and the wastewater plant.

The **Howard J. Baker Center for Public Policy** is an education and research facility located on the campus of UT Knoxville. The building also houses the Chancellor's Honors program, the Modern Political Archives, and research rooms. Designed to Leadership in Energy and Environmental Design (LEED) Silver Certification, the center is a 51,527-square-foot, 3-level structure clad in brick and Tennessee Marble. The archives research rooms are free and open to the public. The Toyota Auditorium on the first floor, and research rooms on the second floor are available for rental. A list of facilities and a layout for the Howard J. Baker Center for Public Policy is included.

The University of Tennessee system manages, with the assistance of UT Knoxville, and operates **Oak Ridge National Laboratory** (ORNL) through UT-Battelle (the managing contractor for ORNL) with substantial support from the state of Tennessee. The research enterprise consists of $3 billion in research facilities, equipment and expertise in East Tennessee. Most of the research facilities are located at ORNL. There are more than 200 UT faculty members who have joint appointments with the Oak Ridge National Lab. Additionally, UT Knoxville received $87 million in capital investment and research incentives for site improvements at the UT Research Park at Cherokee Farm (formerly land occupied by the UTIA Dairy across Fort Loudon Lake from the Knoxville campus) and construction of the Joint Institute for Advanced Materials (JIAM), one of five (5) joint institutes created by UT-Battelle and UT. UT-Battelle is the managing contractor for Oak Ridge National Laboratory (ORNL) and a joint venture of UT and Battelle Memorial Institute.

Tenants of the UT Research Park at Cherokee Farm have preferred access to this facility, which offers materials science research capabilities available at only a handful of facilities worldwide. Additionally, JIAM is a multidisciplinary facility, marrying its capabilities with those of other research facilities at both the adjacent UT Knoxville main campus and at ORNL. This $47 million, 142,634 square-foot facility opened in 2015 and has received LEED Silver status from the U.S. Green Building Council. A Master Plan for Cherokee Farms is provided.

University Libraries

The University Libraries administers five (5) facilities on the Knoxville campus:

1. John C. Hodges (Main) Library,
2. George F. Devine Music Library,
3. Webster C. Pendergrass Agriculture Veterinary Medicine Library,
4. Modern Political Archives in the Howard Baker Center, and
5. James D. Hoskins Library Storage and Reading Room on the main campus.

The University Libraries serves all students, faculty, and staff at the University of Tennessee, Knoxville, as well as students and researchers in the community. Operating independently, with a separate administrative structure, are the Joel A. Katz Law Library in Knoxville and the Helen and Arthur Mason Library at the UT Space Institute in Tullahoma, TN. In addition, UT Libraries is a national leader in digital collections; in support of open access through our UT Knoxville digital repository, Tennessee Research and Creative Exchange (TRACE).

- The John C. Hodges (Main) Library is a 350,000 square foot building opened in 1987 as a fully renovated expansion of the Hodges Undergraduate Library. In addition to housing general and specialized research collections and central user services, Hodges contains the Commons, The Graduate Commons, Special Collections, the Studio media production lab, One Stop Student Express Services (bursar, financial aid, and registration), Veterans Resource Center, and a variety of commercial operations (convenience store and coffee shop/café). The Hodges Library has over 3000 seats configured in a variety of combinations that support technology, quiet study, collaborative group work, faculty and graduate study. Hodges has 40 group study rooms, three media classrooms, three instruction rooms, a 150-seat Auditorium, a practice-presentation room, four meeting rooms including a 50-seat conference room, three sound editing rooms, video production room, coding lab, VR room, an assistive equipment room, and a maker lab which is under development. Each of the seven floors is zoned for quiet study or group study. There are 308 graduate student carrels and 196 enclosed faculty studies, renewable on a yearly basis and with high occupancy rates. When classes are in session, the Hodges Library is open 24 hours continuously from noon on Sunday through midnight on Friday and from 10:00 am to midnight on Saturday. The second floor of Hodges is the learning Commons, which has been developed in three phases and is jointly operated by the University Libraries and the Office of Information Technology (OIT). Development of Phase 2 of the Commons included a $1 million dollar renovation in 2007 and Phase 3 involved a $2.8 million dollar renovation in 2012/13. It is the central point for library services, technology services, and academic support services. The Graduate Commons, opened in 2019, is located on the first floor and provides computers with powerful processors and dual monitors, specialized software, small-group rooms, and a large presentation room that can host a dissertation defense. Photos of many of the library's physical spaces can be found on the Library's "Find Your Place" site.

All group rooms in the Commons are outfitted with monitors that connect to individual laptops to facilitate interactive group work. There are spaces provided for faculty, instructors, and graduate students to hold study sessions or meet with students for both formal and informal instruction. The University Libraries provides space to campus partners in support of student success including: the Academic Success Center, the Writing Center, The Math Place, and and Stat Lab.

Special Collections and the Modern Political Archives: Rare books and frequently used manuscript materials are stored in Hodges Library on the first and third floors. All of these collections are serviced through the Special Collections reading room located on the first floor of Hodges Library and open to all interested researchers. Special Collections also oversees the Modern Political Archives (MPA), which is housed on the second floor of the Howard H. Baker Center for Public Policy (discussed in detail above).

The Libraries operates a Storage and Reading Room in Hoskins Library that provides library patrons scheduled and walk-in access to storage materials. The Libraries also provides delivery, pick-up, and email scans of storage materials at no charge.

- The Webster C. Pendergrass Agriculture & Veterinary Medicine Library occupies 16,000 square feet of the north wing of the College of Veterinary Medicine Teaching Hospital. The library is on the west side of campus, known as the Agriculture Campus, and provides tables and study carrel seating for 230 patrons including: group and quiet study, computer lab, makerspace, and reservable study rooms. The Pendergrass Library houses most of the University Libraries' collections serving the University of Tennessee Institute of Agriculture (UTIA), which includes the Herbert College of Agricultural, the College of Veterinary Medicine, UT AgResearch and UT Extension. Pendergrass Library has a small makerspace offering rapid prototyping technologies including 3D printing.

- The George F. DeVine Music Library, in the Natalie L. Haslam Music Center, is a 2,865 square foot branch library with compact shelving, computers for student use, and seating for 34 users. Designed for study and research, users may access and use musical materials in various print, audio, and video formats as well as the archival collection of UT School of Music recitals.

- The UT Space Institute (UTSI) is a graduate education and research institution located in Middle Tennessee adjacent to the U. S. Air Force Arnold Engineering Development Center in Tullahoma, TN. The Helen and Arthur Mason Library provides support for UTSI's instructional mission, supporting study and research in engineering, physics, mathematics, and aviation systems. The UTSI Library is staffed Monday through Friday from 8:00 am. to 5:00 pm, but the library doors remain open 24 hours a day for users.

- The Joel A. Katz Law Library occupies 43,505 square feet and offers 25 study rooms, 126 unreserved study carrels, and additional workspace and seating throughout the law library. The law library is accessible 24 hours a day by law students and law faculty and open to the public during business hours posted on the website.

Maintenance and Services

Facilities Services operates and maintains 294 buildings (15.85 million gross square feet) on 780 acres. The Facilities Services Department is responsible for the basic building operation and continuous maintenance of the physical facilities of the UT Main and Agricultural campuses located in Knoxville, along with grounds management of the landscapes. Facilities Services does not support the UTIA with their off-campus sites as UTIA personnel located at the research and education centers, operated jointly by AgResearch and UT Extension, and the 4-H campus, operated by UT Extension, have that responsibility. County Extension offices are maintained by county governments.

The Knoxville and UTSI building inventories are provided. The institution's Lock & Key Services oversees the issuing of all keys and the maintenance of all campus locks. All locks on doors of university buildings, both exterior and interior, must be furnished by Lock & Key Services and be on a master key available to Building Services and Safety personnel. Access management information is provided.

Reorganization of Facilities Services

Facilities Services has been reorganized in phases over the last five years. The reorganization was implemented to:

- Provide additional Funding for Custodial In-Sourcing
- Put in place new Facilities IT/Communications System
- Provide additional Funding for Facilities IT Support
- Provide additional Funding for Facilities Training
- Provide better employment opportunities for Facilities Service employees through a new form of in-sourcing

The transition to in-house custodial services ended agreements with outside cleaning contractors and resulted in the hiring of approximately 120 new employees. By executing this plan, benefits such as better cleaning and more responsiveness to the needs of the university have taken place. The transition has also given room for the implementation of the "total cleaning" concept. This effort will keep restrooms and common areas cleaner and provide deeper level of cleaning services.

Additionally, in an effort that is open, transparent, and comprehensive, all Facilities Services employees are informed of every position that becomes open and available. The new process also provides a better opportunity and easier process for employees to apply for these positions, with interviews for all who applied for a given position. This equal opportunity initiative makes in-sourcing more efficient, open, and fair.

As part of the reorganization, two new units or teams were organized: the Special Team to Assist Research (S.T.A.R. Team) and the Rapid Response Team. The S.T.A.R. Team reports to Construction Services and performs the basic functions that support key Top 25 goals of the University, the Governor's Chairs with concierge service providing pre-award to construction to maintenance, and elevator maintenance. The Rapid Response Team reports directly to Facilities Operations and has responsibilities for Facilities Quality Control (eyes and ears for Facilities Services), special projects, customer initiatives, crises and emergencies, and transfer and moving.

The Steam Plant
The Steam Plant Division of the Facilities Services Department is responsible for the maintenance and operation of the central steam plant which serves both the Main and Agricultural campuses. 153 buildings, containing over 8,000,000 square feet of space, are served by the Steam Plant. Steam is used for heating and domestic hot water in these facilities, as well as to operate sterilizers, autoclaves, and similar machinery. Eleven miles of underground steam pipe and return lines crisscross the Main and Agricultural campuses.

The Steam Plant executed a Conversion Plan, begun in 2014, designed to make UT more environmentally friendly. The basis of this conversion was to shift from burning coal to natural gas. Conversion to natural gas provides emissions reductions that eliminate the need to install emissions controls for coal. This plan took place over several years, and cost an estimated $25,000,000. The cash outlays for Fiscal Year 2013-2016 are as follows:

- Fiscal Year 2013- $1,730,000
- Fiscal Year 2014- $8,230,000
- Fiscal Year 2015- $10,940,000
- Fiscal Year 2016- $4,410,000

The Steam Plant Conversion Plan eliminated three coal-fired boilers, installed three high-efficiency natural gas fuel oil boilers, replaced and relocated the water treatment system and air compressors, increased fuel storage from 40,000 to 240,000 gallons, maintains capability for three weeks back-up (thus decreasing emissions by 39,000 MTCDE, a 43% reduction), and may provide opportunities for cost savings for delivery. In the future, rail delivery capability for fuel oil will be added, which will increase reliability by adding a second delivery option.

Classroom Support
All students on the Knoxville campus pay a facilities fee and a technology fee, which help fund classroom upgrades. Prior to the facilities fee, established in 2000, a Classroom Upgrades Committee was formed to disperse funds set aside annually. In fall semester 2000, the committee became a subcommittee of Facilities Fee Committee. Over the first 10 years of the program, $15.67 million was allocated to classroom renovations with $14.17 million in student fees and $1.5 million in Federal Stimulus Funds in FY 2010.

In response to the COVID-19 pandemic, unanticipated investments were made to upgrade classroom technology and software to optimize synchronous and asynchronous instructional delivery. Also, the institution created a laptop and hotspot rental program to remove potential barriers related to technology and internet access. The program assisted 1,429 unique students with the following devices: Laptop with Hotspot (117); Laptop (542); and Mobile WiFi Hotspot (863). Permanent hand sanitizing stations have been placed throughout campus, and sanitizing wipes are available in classrooms and labs.

Deferred Maintenance Report

In 2020, Facilities Services began to do facility assessments on the majority of the buildings on campus, closely examining each item and category and narrowing the overall deferred maintenance scope. Deferred Maintenance was prioritized

based on the age of the building, criticality of that building's function, and other issues related to the Long-Range Master Plan and the Top 25 Initiatives (from the prior strategic plan).

The majority of academic and support buildings at UT are between 42 and 120 plus years old without ever having undergone capital renovations. This is approximately 3.75 million square feet, of which over 1.5 million square feet exceed 60 years in age.

The overall Deferred Maintenance scope of academic, research, and support building and infrastructure deferred maintenance deficiencies are estimated to be $117.3 million. The Total Deferred Maintenance estimate, this amount does not include planned renovations, building demolitions, or new space and new buildings recommended in the Long-Range Master Plan. The breakdown of the estimate is as follows:

Utilities/Infrastructure Deferred Maintenance	$38 Million
Buildings Deferred Maintenance	$69.3 Million
Contingency, including Design and Engineering Studies	$10 Million
Revised Overall Deferred Maintenance - Phase 2	**$117.3 Million**

In order to address this large backlog, ensure safety, prevent major issues, and allow full usage of UT facilities, the campus anticipates the need for a minimum of $14 million annually for deferred maintenance repairs. For more information, see the 2022 Deferred Maintenance Report.

Routine Maintenance

Facilities Services supports the institution as responsible stewards of state resources by providing the campus with safe, clean, state-of-the-art learning environments. The unit is headed by an Associate Vice-Chancellor of the institution, and various directors report directly overseeing the following units: Admin & Support, Communication, Zone Maintenance, Utilities, Building Services, Landscape, Energy Management, Construction, Design, and Projects. See the unit organizational chart.

A Zone Maintenance unit is responsible for maintenance of all systems related to the 250-plus buildings on the Main and Agricultural Campuses 24-hour-a-day, 365-days-a-year. This includes lighting and electrical systems, heating, ventilating, and air conditioning systems, plumbing systems, laboratory systems, and structural and building envelope systems including roofing, walls, and windows. The campus is organized into nine zones by type of customer and building.

- Most *lighting* fixtures and lamps were converted to LED by December 2019.
- Zone Maintenance personnel have recently received arc flash *training*, clothing, and tools and are able to repair more and more systems that we used to rely on Utility Shops to repair.
- Most of the *heating* is powered via steam from the Steam Plant with heat exchange systems ranging from convection radiators to variable air volume reheat systems via direct steam or heating water systems via steam to water heat exchangers. We also have gas, electric, and radiant space heaters, and baseboard heat via electric or heating water.
- *Air conditioning* systems range from DX window air conditioners, to DX, to air distribution systems, to chilled water systems with variable speed variable air volume air handlers and variable speed pumping systems.
- *Plumbing*. Hot water is provided via electric, gas, or steam-driven heaters. In most buildings, the hot water is looped to recirculate in order to provide hot water almost instantaneously. Sanitary drainage systems include older cast iron, to PVC, to glass and acid-resistant materials for laboratories. Drainage from laboratories flows through acid neutralization prior to discharge to the local utility.
- *Labs*. Zone Maintenance also has responsibility for laboratory water systems including deionized and reverse osmosis systems. Compressed air systems range from small reciprocating compressors for HVAC controls to larger oil-free screw compressors with air dryers delivering air at minus 40 dew-point. Laboratory buildings have natural gas distribution to fume hoods and bench-tops and a nitrogen generating system in Science Engineering. Vacuum systems for laboratories are provided via reciprocating pump systems up to multi-pump screw or rotary pumps.

- *Elevators.* Maintenance for the 200+ elevators is handled via contract with a local office of a major elevator manufacturer. The contract requires a 24/7/365 response within one hour.
- *Food preparation.* Although food preparation is provided by contract with an outside company, Zone Maintenance personnel provide maintenance and repair for all of the foodservice equipment. This includes all of the stoves, ovens, dishwashers, and conveyor systems in all dining establishments.
- *Athletic Facilities and Housing.* Zone Maintenance also provides system maintenance for all Athletics facilities and most of the Housing units.

Routine maintenance is reported weekly in a lengthy Facilities Services Weekly newsletter.

Risk Management

All University of Tennessee buildings and business personal property are insured through the State of Tennessee comprehensive program consisting of an internal service fund, called the Risk Management Fund, and the procurement of excess commercial insurance policies from the State insurance broker. The State Risk Management Fund is the mechanism used to fund the large annual aggregate deductible (currently $25 million for flood and earthquake; separate $7.5 million for all other perils). It is the insurance company's responsibility to assume payment of losses if the aggregate deductible is exceeded during the annual term of the policy. The Fund assesses state agencies an annual premium, provides coverage for reported locations, and pays claims for property losses due to covered perils.

A summary of full coverages, limits, and exclusions that apply to the institution is provided as maintained by the UT System's Office of Risk Management. A certificate of self-insurance is also provided in evidence. In addition to ensuring state-owned buildings and contents, the policy provides coverage for:

- Business income and extra expense
- Loss of rental income. This type of coverage is usually for residential dorms.
- Leases- When leasing space not owned by UT, any university-owned contents located in the non-owned building will be covered as long as the building is listed on the state property schedule.

Deductible

The property agency deductible is $50,000 per occurrence for all covered losses except for those arising out of "water damage" which has a deductible of $75,000. The agency deductibles for flood and earthquake are (a) Non-hazard flood is $50,000, (b) Special Hazard Flood is $250,000, (c) Non-New Madrid Earthquake is $25,000 and (d) New Madrid Zone is $50,000. $5,000 is charged to the department/campus. $10,000 is charged to the department if the loss is a result of theft.

Equipment Breakdown

This is specialized coverage for the replacement or repair of items such as boilers; fired and unfired pressure vessels; refrigerating or air conditioning systems along with any piping and its accessory equipment; and any mechanical or electrical machine or apparatus used for the generation, transmission, or utilization of mechanical or electrical power. There is coverage whenever there is a sudden and accidental breakdown of the items listed above or any parts of those items. At the time the breakdown occurs, it must manifest itself by physical damage to the object that necessitates repair or replacement. There is a $25,000 deductible ($125,000 for gas turbine generators) with $5,000 charged to the department.

The UT System fiscal policy related to commercial insurance: FI0135 – Commercial Insurance.

Inventory and Disposal Policies

UT Knoxville's Office of Budget and Finance oversees property inventory. All merchandise and consumable inventories are maintained on either a perpetual or periodic inventory method with a physical count completed at least annually. Consumables are valued and counted when the balance on hand is estimated to exceed $5,000 in value. In calculating balances on hand for consumables, departments may exclude those items sometimes referred to as bench stock items

(characterized by high turnover rate and extremely low cost) such as nuts, bolts, screws, washers, etc., unless it would materially misstate inventory value.

Additionally, two policies guide inventory and disposal. Policy FI0605 – Equipment provides directions for university employees who are responsible for recording moveable capital equipment assets and safeguarding both movable equipment assets and "sensitive" non-capital equipment items. Policy FI0610 – Surplus Property provides policies and procedures for the transfer, sale, and other methods of disposal for university surplus property.

Technology Infrastructure

The institution's Office of Information Technology (OIT) is the central technology organization providing extensive services to students, faculty, and staff. In addition, OIT partners with a variety of units to provide the most thorough and comprehensive support possible.

Services are funded through a combination of E&G (Educational and General), Technology Fee, and Service Center recoveries. While many services are made available to the campus community at no additional cost, requests for service center activities or services beyond the standard are charged to the requesting unit.

A list of UT System-wide IT policies is provided below.

- IT0110 - Acceptable Use of Information Technology Resources
- IT0115 - Information and Computer System Classification
- IT0120 - Secure Network Infrastructure
- IT0121 - Information Security Plan Creation, Implementation, and Maintenance
- IT0122 - Security Incident Reporting and Response
- IT0123 - Security Awareness, Training, and Education
- IT0124 - Risk Assessment
- IT0125 - Configuration Management
- IT0126 - Accessibility
- IT0127 - Audit and Accountability
- IT0128 - Contingency Planning
- IT0129 - Physical and Environmental Protection
- IT0130 - Personnel Security
- IT0131 - Security Assessment and Authorization
- IT0132 - Identification and Authentication
- IT0133 - Security Planning
- IT0134 - System and Communication Protection
- IT0135 - System and Information Integrity

Data Privacy

The University of Tennessee (UT) recognizes the concerns of individuals regarding data privacy and online data collection. We strive to respect and protect privacy expectations. UT may be a data "controller" or "processor" with regard to certain activities as defined under the European Union's General Data Protection Regulation ("EU GDPR"). The UT System is committed to protecting the rights of individuals in compliance with the GDPR and has Data Protection Officers for each campus and institute and its system administration.

Communications Services

- Audio Video Engineering: OIT Engineering Services provides high-quality audio and video engineering support to campus, University departments, and the University's state-wide system. Audio and Video services include consultation, design, installation, and support for audio/visual systems, closed-circuit television systems (CCTV), video conferencing, web streaming, digital signage, and broadcast television engineering.

- Cable TV: The OIT Communications Services office manages the cable TV service for the Knoxville campus. The university is currently under contract with Campus TeleVideo to provide programming. Programming is distributed to University Housing, administrative areas, and sports facilities venues. Campus TeleVideo does not provide service to all campus buildings at this time due to limited infrastructure.
- Media Streaming: The Media Streaming Services are available to any of the University faculty, students, or staff. Classes can be captured by OIT Engineering Services in order to support webcasting services for events and classes. The Media Streaming services offer audio and video content availability to users at the office, at home, or virtually any convenient location with broadband Internet access. Webcasts can be delivered live or on-demand, and are generated and streamed via the Sonic Foundry Mediasite platform. The system captures not only audio and video but slides as well.
- Telephone: Telephone service is provided by the OIT Communications Group that includes all aspects of provisioning and maintaining voice services, including calling features, local dial tone, long-distance services, teleconferencing, and telecommunications applications.
  - *Cellular Phones* -The University is currently under contract with AT&T, Sprint, and Verizon to provide cellular service to the University-wide System. The service team assists customers with determining the device and plans that best meet their needs. The team is also responsible for overseeing the approval process, placing orders, service activation, and supporting University customers.
  - *Conference Calling* - OIT Communications Group maintains a conference bridge for voice-only conferencing.
  - *Services* - Applications such as automatic call distribution with telephony reporting and customized office applications.
  - *Voicemail* - OIT Communications Group maintains the Xpressions voicemail system for departments, faculty/staff, and its affiliates. Voicemail is also available to on-campus media groups and contractors upon request. This service allows the user to record and send voicemails, play voicemails, print out fax messages, and receive email notifications.
- Video Conferencing: OIT Engineering Services provides the University with a number of video conferencing services. We can provide connections to single or multiple facilities for distance education, research collaboration, and administrative meetings, saving time and travel costs. We work with and maintain a list of IVC facilities at the various UT campuses and facilities across the state. We also regularly establish connections to facilities outside the UT system. Finally, we provide consulting services to departments interested in deploying their own video conferencing systems. We support both an on-premise Polycom solution as well as Zoom, a cloud-based video conferencing solution.
- Voice and Data Cabling: This service has the responsibility to design, develop, approve, install, maintain, and manage telecommunications wiring and infrastructure in all Knoxville campus buildings and other venues. This includes telecommunication rooms, raceways, conduit systems, and duct banks. The area of service includes, but is not limited to, all copper, cable-TV, communications rooms, fiber infrastructure, and all associated conduit systems for both inter- and intra-building cable plant within or between campus locations.

Security Services

UT Knoxville's OIT has several solutions in place to protect the university's network. Some of these solutions include intrusion prevention systems and firewalls. OIT maintains firewalls in our data centers and in many locations across campus. If an employee needs to place a server behind the OIT-managed firewalls, they may submit the request online.

Incident Response Services included are:

- Incident Handling & Escalation: Including on-site or remote analysis, containment, and response to an incident. Also, evaluation of the incident and escalation in the event of major incidents sent to the appropriate office (i.e., those involving the compromise of sensitive data or the compromise of compliance-related systems – Health Insurance Portability and Accountability Act of 1996 (HIPAA), Family Educational Rights and Privacy Act (FERPA), and Payment Card Industry (PCI).
- Incident Management: Consisting of advisory and consulting services, such as: coordinating activities with administration, legal counsel, public relations, and other key stakeholders to manage security incidents.

- Security Administration: Security Administration develops procedures for information technology security at the University of Tennessee - Knoxville and implements the University's Information Technology Risk-based Security Strategy.
    - Based on National Institute of Standards and Technology (NIST) standards, this service covers:
        - Creation, maintenance, and oversight of UTK IT Security procedures.
        - Ensuring procedures comply with University policy, State and Federal laws, regulations, and industry security standards.
        - Implementing, assisting, and providing oversight for the campus' risk-based security program.
        - Assisting information owners in creating information system security plans.
- Security Infrastructure Systems: Security Infrastructure Systems is a risk-based service protecting the confidentiality, integrity, and availability of IT resources for the University.
    - This service includes:
        - Categorizing information systems
        - Selecting and implementing the appropriate security controls
        - Confidential information systems:
            - Virus/Malware Protection
            - Security Event Monitoring
            - Event Logging
    - Additional areas include:
        - Providing security controls for the Moderate (secure) network that go into safeguarding confidential information systems.
        - Vulnerability Scanning: Vulnerability Scanning is provided by OIT to make information system owners aware of IT security issues that may exist within their assets.
        - This service provides a thorough evaluation of specific devices registered on UTK networks to determine any weakness in configuration. A report is provided which outlines each weakness and offers suggestions to alter configurations in order to eliminate or reduce the vulnerability.

Student Information Services

Student Information Systems is a core campus service that supports the integration of all data and processes related to the student life cycle: catalog, curriculum, admission, course timetable, registration, enrollment reporting, advising, accounts receivable, financial aid, and graduation. The service OIT provides is infrastructure, programming, and application support for the key components of UTK Student Information Systems.

Network Services

Network Services is responsible for managing a complex network that spans the Knoxville campus, remote sites scattered around the region, a range of wide-area connections, and Internet/Internet2 connectivity. In addition, the group manages various security devices such as firewalls, VPN (Virtual Private Network) access devices, IPS and IDS devices (Intrusion Prevention/Detection Systems).

- Wired Network: The Wired Network service's primary purpose is to provide a data Local Area Network for the University of Tennessee, Knoxville. Specifically, it is to supply the physical network infrastructure including network switches, routers, and other networking devices needed to deliver 10/100/1000 Mbps to end users and 1000Mbps/10Gbps service to campus buildings.
- Wireless Network: Wireless Local Area Networking provides universally encrypted and open Internet access all around campus. Multiple levels of WLAN service are available to the UT community at large through a series of network names (aka SSID) enabling students, faculty, staff, and visitors of the University to join online resources.

Campus Information Services

Application Support services are available on an ongoing basis to support custom applications developed by the OIT Application Development team. Support services are requested via the OIT HelpDesk and include application updates, documentation updates, bug fixes, and end user support.

- Document Management: OIT supports the mission-critical operation of the document management system (NOLIJ) at UTK. Support includes system administration, system upgrades, end user support, scanning software upgrades, and report generation.
- eCommerce Services: The eCommerce service provides secure and reliable online payment processing along with an easy-to-use administrative interface for viewing transactional history and payment data. Extensive online reports are available for reconciliation purposes with external systems. Online stores or custom shopping carts are available through this service. Third-party vendors have been engaged to ensure secure and PCI transactions.
- Portal Services: Portal Services provides campus and statewide Web portals. This includes the necessary identity integration, single sign-on systems, and resources necessary for implementation and delivery. This service is primarily related to the MyUTK portal and the development of applications and features leveraging the MyUTK portal for students, faculty, and staff.

Help and Support Services

- Computer Labs: Computer Labs Services provides full technical and logistical management of all OIT computer labs as well as a tiered support model for academic & non-academic computer labs. The labs primarily serve students and faculty but are available for use by anyone with a valid University NetID. Services include various software and hardware as well as printers and print access management.
- Desktop Support:
  - Faculty/Staff support - Desktop Support provides information, diagnostics & repair, and configuration & setup for all desktop hardware & software including network connections and printing. This service is provided primarily for the benefit of faculty & staff on the UTK campus; however, assistance is provided to other campuses that have a physical presence in Knoxville and that are utilizing the UTK network. Additionally, limited assistance is offered for the configuration & distribution of certain software to other campuses. Faculty & staff benefit from the service by receiving desktop support for all of their computer hardware & software needs as well as assistance with data backup & recovery, virus protection, and security scanning.
  - Student support - Student Computer Support will provide students with computer support, including backing up data, cleaning viruses and spyware, and reinstalling their operating system. Students benefit by regaining use of their equipment in order to complete academic assignments.
- HelpDesk: The HelpDesk and Campus Operators provide a "face" for OIT. The Helpdesk is the first point of contact for OIT support, services, and applications, including email, MyUTK, OIT accounts, SharePoint, Microsoft Office, Security, and much, much more. You can contact the HelpDesk in several ways:
  - Call the HelpDesk at (865) 974-9900.
  - Visit the Walk-In HelpDesk in the Commons @ Hodges Library for Face-to-Face IT Support. See OIT Service Center Hours for complete hours of operation.
  - Submit a Help Request via the web at http://help.utk.edu.
  - Research your problem online using the HelpDesk Knowledge Base.
- The Campus Operators are available to direct calls to the university. They answer the 974-1000 extension and serve as the campus switchboard for both people and departments.
- Software Hardware Procurement, Distribution, and Licensing: The software and hardware processing, distribution, and licensing service provides for all the software and hardware procurement needs for OIT. We are responsible for securing the products and keeping the maintenance agreements current over the useful life of the products. We work closely with the UT Purchasing Department, the Treasurer's Office, and the Legal Office to negotiate and execute software and hardware contracts for use by OIT. This service primarily benefits OIT, although we provide consulting support to all UT Departments. We also process orders for all Technology Fee Departmental Awards for the entire UTK campus.
- The Data Analysis service provides research software to all UT campuses through site licenses, standard servers, terminal servers, and computer labs.
- Training: Training is available on the effective use of popular IT tools in hands-on workshops at no cost. Microsoft workshops are available on-demand in an e-learning format. OIT workshops are scheduled in Knoxville for faculty, staff, and students in instructor-led sessions on popular Adobe and Microsoft software applications, research tools, and topics related to the effective use of instructional technology in teaching. Online learning

opportunities in technology are available through Lynda.com, for the UTK campus students, faculty, and staff, and Microsoft Online Learning is available for students, faculty, and staff statewide (All UT entities).

- Getting Started On Campus is a quick access to information students need to know: to prepare for class, to access technology on campus (labs, printing, support), to integrate their personal technology (computer, printer, smart TV, phone, tablet) on campus, and to stay safe using technology (peer-to-peer file sharing, copyright infringement) and online security awareness training.
- The OIT service catalog can be found online at http://oit.utk.edu/services. Annually, the unit administers a satisfaction survey. Survey results from 2021 and 2022 are provided.

Instructional and Research Services

- Classroom Technology: OIT Engineering Services designs, installs, and maintains state-of-the-art Technology Enhanced Classrooms (TEC) for use by the faculty, staff, and students located at UT campuses across the state. Classroom system requirements are evaluated based on needs and requests. A design and cost estimate is provided and a solution is implemented upon approval. This is accomplished at a campus level as well as through consulting with individual departments for stand-alone solutions. The majority of the Knoxville classroom technology is implemented or upgraded through direction and funding provided by the Classroom Upgrade Subcommittee. Departments can also request and fund upgrades directly. OIT Engineering Services also provides ongoing support and maintenance of TEC Classrooms including a 10-minute response time for Knoxville Campus Classrooms.
- Course Delivery: The course delivery service is comprised of both Online@UT (Canvas LMS) and LiveOnline@UT (Zoom). The toolsets provide both synchronous and asynchronous online teaching and learning tools for the faculty, staff, and students at large. The tools provide an online, digital environment that allows information to be shared between students and faculty and provides content and administrative features for specific courses. Online@UT and LiveOnline@UT allow for the creation of unique learning environments that can supplement in-class activities, empowering both students and instructors to reinforce the course material and to engage with the material in a variety of ways. Both Online@UT and LiveOnline@UT enable faculty to deliver standard, hybrid, and online courses to local and distant learners. The course delivery service provides training and support for both Online@UT and LiveOnline@UT applications, as well as faculty consultation related to course design and pedagogy using online tools for teaching and learning. Workshops are available in a classroom setting, as well as in an online format. Custom workshops for specific groups are available upon request. The service also provides online documentation and just in time online support materials.
- Digital Media Services: Digital Media Services provides digitization services for faculty including text and image scanning; conversion of audio and video to streaming media formats; and scantron scanning. Streaming audio and video are hosted on DMS' Mediasite server and made available to faculty and students via catalog URLs that link to the streaming titles. Other digital content is delivered via e-mail. Additionally, DMS offers a full line of video production services in support of instruction. Faculty who produce their own video content can use the My Mediasite video portal to host and share video content. Videos can be uploaded to the portal from desktops, laptops, iOS devices, and Android devices. My Mediasite's companion application, the Mediasite Desktop Recorder, allows users to record presentations on their desktop or laptop and publish them to DMS' streaming server. For faculty who want a higher level of production assistance, DMS can handle the entire project from scripting through the final edit. DMS also administers the iTunesU server. iTunesU allows faculty to upload and store audio, video, and text. iTunesU accounts can be accessed through an Online@UT (Blackboard) building block or users can request an account directly on the server. Although materials stored on the iTunesU server are downloadable, permissions can be set to restrict access at different levels.
- Instructional Development: The instructional development service offers expertise in instructional design and development, typically for projects that involve online course components for for-credit UTK courses. However, this service is also available for the development of completely online courses or the design of instruction that is not heavily technology-based.
  - o Categories of service include instructional design and content organization, online syllabus design and development, multimedia production (including podcasting), and communication and collaboration strategies.

- o Instructional Development services for projects that are smaller in scope can be requested at any time as part of the Faculty Assistance program via the Request Our Help web form.
  - o Instructional Development services for projects that are larger in scope or that require software and/or hardware for the grantee can be requested once per year by responding to the call for proposals for the. The call is typically issued in November of each year. Awards are announced in February of the following year; and project work takes place from March through December of that year.
  - o Non-academic projects or academic projects with grant funding can be requested at any time via the Request Our Help web form or through the OIT HelpDesk.
- Instructional Technology: The Instructional Technology service supports instructional technology outreach to faculty through Web sites, newsletters, spotlights on innovative faculty, and special events. Competitive grants programs for faculty and GTAs such as GTA@OIT, Project RITE, and the Faculty Fellow program are offered as part of this service.
- Research Computer Support: This service helps UT faculty, staff, and students with research study planning, data acquisition, analysis, and reporting.

Research is an important part of UT's mission. A well-planned research study helps researchers get the maximum results from their research efforts. The researcher's main field is changing rapidly as are computational and analytic methods. Keeping up with all three is nearly impossible. This service allows researchers to focus on what they do best and count on this service for their computing and analytic needs.

Systems Services

- Account Management: The Account Management service is the service primarily responsible for identity management at the University of Tennessee. The Account Management service is responsible for all authentication and authorization services provided centrally by OIT for all UT campuses statewide. The primary statewide identifier is the NetID, which is assigned uniquely to every faculty member, staff member, or student at any of the University's campuses, institutes, and offices, plus authorized guest users. It is integrated with web-based single sign-on protocols using Jasig CAS (Central Authentication Service). We are also in the process of implementing Shibboleth which will allow federated identity-based authentication and authorization. In support of this, the University has joined the Incommon Federation. The UTK and Knoxville-area 2-Factor Authentication project includes the UT System Administration, Institute of Agriculture, and the Institute of Public Service, requires login using something you know (username and password) and something you have (phone or code).
- Backup and Recovery Services: Backup and recovery is the service that allows customers to store their data away from their own servers and protect it in the case of an emergency loss. This data is then available to be restored in the case of such a loss, be it small, 1 or 2 files, or total, the loss of the system's storage. OIT customers typically will use the Tivoli Storage Manager (TSM) client software to backup and restore data. All new customers will be provided with the TSM software. Backups made with TSM are kept inside an automated tape library at one of OIT's data centers and secondary copies are kept off-campus.
- Collaboration Tools: Collaboration Tools provides a dynamic and robust framework for the sharing of information and ideas not only between the Faculty, Staff, and Students of the University of Tennessee but to people and groups outside of the University as well. This service is provided using Microsoft SharePoint Enterprise and is not restricted to a single operating system or web browser. Owners of websites within SharePoint can easily manage their sites using web browsers and operating systems not created by Microsoft without any loss in functionality.
- Data Center and Servers: OIT provides infrastructure/environmental support, monitoring activities for server/network hardware located in OIT managed data centers, and server asset management. Infrastructure/environmental support includes the provision of rack space in a physically secure temperature/humidity controlled room, appropriate cabling for network and storage access, and conditioned power. 24/7 monitoring activities include periodic physical inspection (in staffed data centers) and remote server/network health monitoring via various monitoring tools. This service provides the appropriate climate and conditioned power (including generator backup where needed) for OIT managed hardware and provides support for the activities of the other services in the OIT Service Catalog. There are four OIT data centers with different primary purposes located at various locations on the UT Knoxville campus. The UTK network core is split between

two data centers. One data center is dedicated to tape backup processing while another is primarily used for high-performance computing. 24/7 environmental and hardware monitoring is provided by Operations staff.

- <u>Database Administration</u>: The Database Administration service provides installation, management, and support for databases and database-based systems required by various software and vendor packages used throughout the University as well as databases used by University Departments when requested through OIT. Based on Service Level Agreements (SLAs) with the various University Organizations or Departments, Database Administration can provide a variety of hosting services including the installation of database software, set up and configuration of databases, database security, patching of databases, tuning and performance analysis, troubleshooting, functional backup support through the database software vendor tools for backup and recovery strategies and scenarios. At this time, we support the following relational database engines: Oracle and MS SQL Server.
- <u>Email and Calendar</u>: OIT provides email and calendar services to the UTK campus, Institute of Agriculture, Institute of Public Service, and University of Tennessee System Administration. The standard Faculty/Staff email accounts are hosted on Exchange 2010 with email migrations to Office 365 to begin in early 2015. Students are hosted in the cloud on Microsoft's Office 365 service and Google Mail (Gmail). In addition to offering standard email services, OIT also hosts Listserv, Bulk Email services, and SMTP and email scanning. Listserv allows authorized personnel to host and manage email distribution lists with archival options. Bulk Email services allow authorized users to send email messages out to large numbers of UT-associated contacts. Microsoft Lync is also offered under the Email and Calendar service. Lync is a communications platform that delivers enterprise instant messaging, audio, video, and web-conferencing, and enhanced voice-over IP. You can seamlessly add communication modes to your conferencing session. Lync is licensed for Faculty, Staff, and students.
- <u>File Shares</u>: T-Storage provides a central location for users and departments to store files. This service is provided as Windows File Shares that can be accessed by any standard Operating Systems (Windows, Mac, Linux). The service is directly available while on UT's wired network, on the "UT-WPA2" wireless network, and remotely available through the VPN. All files stored on T-Storage are backed up nightly and follow standard backup retention periods, typically 14 days.
- <u>High-Performance Computing</u>: The High-Performance Computing (HPC) service provides support for computing-intensive research taking place on the Knoxville campus. In collaboration with the Office of Research, we help research faculty and students to increase their productivity and effectiveness by allowing them to outsource their computing infrastructure and support needs. We administer centralized HPC resources (such as compute clusters), develop computing environment standards, and provide support and consultation for research projects which use these resources. By centralizing HPC infrastructure management, we reduce redundant IT efforts across the campus and improve the effectiveness with which we can support HPC research needs.

System Administration

OIT provides system administration of various services to the UTK campus and the University System. OIT provides system administration for several platforms, including Windows Server 2008, Linux, and Solaris. Other services include the Network Registration system, DNS and DHCP services to provide IP names for various websites and devices on the UT network, Unix time-sharing systems accounts, and SSL certificates.

Conclusion

The University of Tennessee, Knoxville (UT Knoxville) has provided additional evidence needed to demonstrate the adequacy and protection of the institution's facilities and resources. The policies and other materials provided show compliance with this standard as per the committee's response.

Sources

- 📁Facilities Services
  - 📄2022 Customer Satisfaction Survey Report - FS
  - 📄Facilities Services - APPA
  - 📄Facilities Services - APPA - FPI Survey
  - 📄Facilities Services Employee Satisfaction Survey

- o 📄Facilities Services Org Chart-May-2020
- o 📄Facilities-Services-Weekly-3-21-2022
- 📁Insurance
  - o 📄Certificate of Self-Insurance
  - o 📄FI0135 - Commercial Insurance
  - o 📄Property Insurance 2021-22
- 📁Inventory & Disposal
  - o 📄FI0605-Equipment
  - o 📄FI0610-Surplus-Property
  - o 📄Inventory - Merchandise and Consumable Inventory Procedures
- 📁Libraries
  - o 📄George F. DeVine Music Library - Collections
  - o 📄Helen & Arthur Mason Library - Space Institute
  - o 📄Joel A. Katz Law Library
  - o 📄TRACE - Tennessee Research and Creative Exchange
  - o 📄UT Libraries - Digital Collections
  - o 📄UT Libraries- Find Your Place
  - o 📄UT Space Institute
  - o 📄Webster C. Pendergrass Ag Vet Med Library
- 📁Maintenance
  - o 📄Deferred Maintenance 2-2022 AMB edit
  - o 📄January 2022 UTK Facilities Plan
  - o 📄Zone Maintenance Chart-1-30-2020
- 📁Maps
  - o 📄Nashville - Floor Plan 10-7-2010
  - o 📄ORNL Map
  - o 📄UT-Campus-Spring-2022-update
  - o 📄UTSI Location Map
  - o 📄UTSI_Campus_Map
  - o 📄Zone-Maintenance-Maps
- 📁Master Plan
  - o 📄Campus Landscape Vision and Site Standards
  - o 📄Cherokee Farm - Master Plan 2017
  - o 📄Long Range Master Plan - 2011
  - o 📄Master Plan Survey - 2022
  - o 📄UT Knoxville Master Plan - 2016
  - o 📄UTK Master Plan Kickoff - 2021
- 📁Space
  - o 📄Access Management
  - o 📄Baker Center - Schematic
  - o 📄Classroom Upgrade Committee - Volopedia
  - o 📄Classroom Upgrades
  - o 📄Joint Institute for Advanced Materials - JIAM
  - o 📄Space-Policy-Revised-24-Sept-2018
  - o 📄THEC Space Allocation Guidelines - September 2013

- o 📄THEC Space Guide - Universities - v2020
- o 📄USC-Minutes-2021-08-27
- o 📄UT IPS Training Facilities
- o 📄UT Physical Facilities Inventory Instructions - 2020
- o 📄UT-Battelle, LLC - ORNL
- o 📄UTK Facilities Inventory 2021
- 📁Technology
  - o 📁UT System-wide IT Policies
    - ▪ 📄IT0110-Acceptable-Use-of-Information-Technology-Resources
    - ▪ 📄IT0115-Information-and-Computer-System-Classification
    - ▪ 📄IT0120-Secure-Network-Infrastructure
    - ▪ 📄IT0121-Information-Security-Plan-Creation-Implementation-and-Maintenance
    - ▪ 📄IT0122-Security-Incident-Reporting-and-Response
    - ▪ 📄IT0123-Security-Awareness-Training-and-Education
    - ▪ 📄IT0124-Risk-Assessment
    - ▪ 📄IT0125-Configuration-Management
    - ▪ 📄IT0126-Accessibility
    - ▪ 📄IT0127-Audit-and-Accountability
    - ▪ 📄IT0128-Contingency-Planning
    - ▪ 📄IT0129-Physical-and-Environmental-Protection
    - ▪ 📄IT0130-Personnel-Security
    - ▪ 📄IT0131-Security-Assessment-and-Authorization
    - ▪ 📄IT0132-Identification-and-Authentication
    - ▪ 📄IT0133-Security-Planning
    - ▪ 📄IT0134-System-and-Communication-Protection
    - ▪ 📄IT0135-System-and-Information-Integrity
  - o 📄2021-Annual-OIT-Survey-Results
  - o 📄2022-Annual-OIT-Survey-Results
  - o 📄Ask Us for Help _ Office of Information Technology
  - o 📄Information Security Plan, Creation, Maintenance
  - o 📄National Institute of Standards and Technology _ NIST
  - o 📄OIT - All Services
  - o 📄OIT - Communications Services
  - o 📄OIT - Data Privacy
  - o 📄OIT - Digital Media Services
  - o 📄OIT - Getting Started On Campus
  - o 📄OIT - Help Via Service Portal
  - o 📄OIT - HelpDesk
  - o 📄OIT - InCommon Federation
  - o 📄OIT - LiveOnline@UT (Zoom)
  - o 📄OIT - Network Services
  - o 📄OIT - Online@UT (Canvas)
  - o 📄OIT - Org Chart
  - o 📄OIT - Student Information Systems
  - o 📄OIT - Two-Factor Authentication

- o 📄OIT Helpdesk Hours
- o 📄OIT Helpdesk Knowledge Base
- o 📄Submit a Help Request
- 📄Arnold Engineering Development Center (AEDC)
- 📄UT Knoxville - Strategic Vision-Mission-Goals - 2021

Standard 14.1 - Publication of Accreditation Status

The institution (a) accurately represents its accreditation status and publishes the name, address, and telephone number of SACSCOC in accordance with SACSCOC's requirements and federal policy; and (b) ensures all its branch campuses include the name of that institution and make it clear that their accreditation depends on the continued accreditation of the parent campus.

Judgment

☑Compliance   ☐Non-Compliance   ☐Not Applicable

SACSCOC Comments

The provided accreditation statement in the narrative, the academic catalog website, and other locations does not match the required statement found in the SACSCOC policy, Institutional Obligations for Public Disclosure.

College Response

The University of Tennessee, Knoxville (UT Knoxville) accurately presents this information on a variety of websites targeting a variety of audiences. The accreditation statement has been updated, per the requirements found in the SACSCOC policy, *Institutional Obligations for Public Disclosure*, in all locations as follows:

> The University of Tennessee, Knoxville, is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award baccalaureate, master's, and doctoral degrees. Questions about the accreditation of University of Tennessee, Knoxville, may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website (www.sacscoc.org).

This statement appears on the institution's top-level website under About, on the homepage of the institution's accreditation website, and on the UT Space Institute website under Accreditation. The institution no longer publishes a printed catalog, however the notification appears in the About the University section of each year's electronic Undergraduate Catalog and above The University of Tennessee section of each year's Graduate Catalog. Current and archived copies are available on the institution's catalog website.

Sources

- 2021-2022 Graduate Catalog - Accreditation
- 2021-2022 Undergraduate Catalog - Accreditation
- Accreditation - Space Institute Website
- The University of Tennessee, Knoxville Website _ About
- UT Accreditation Website - SACSCOC Public Disclosure Statement

Standard 14.4 - Representation to Other Agencies

The institution (a) represents itself accurately to all U.S. Department of Education recognized accrediting agencies with which it holds accreditation and (b) informs those agencies of any change of accreditation status, including the imposition of public sanctions.

Judgment

☑ Compliance   ☐ Non-Compliance   ☐ Not Applicable

SACSCOC Comments

The institution provided the self-study documents for its U.S. Department of Education recognized accrediting agencies and confirmed that all agencies are in good standing. The policy statement on Accrediting Decisions of Other Agencies also indicates that the institution '... must represent itself accurately to each agency with regard to purpose, governance, programs, degrees, diplomas, certificates, personnel, finances, and constituents ... ' The Committee confirmed that all the self-study documents accurately represent the institution's SACSCOC accreditation. The CCNE, CEPH, and NAST self-studies depict a description of the institution, mission, and organization; as for the remaining accrediting agencies, the Committee cannot make a determination as more information is needed about how the institution represents itself accurately in regard to the remainder of the policy statement.

College Response

The University of Tennessee, Knoxville (UT Knoxville) represents itself accurately to all U.S. Department of Education recognized accrediting agencies with which it holds accreditation and informs those agencies of any change of accreditation status, including the imposition of public sanctions.

UT Knoxville holds programmatic accreditation from the following agencies:

1. Association to Advance Collegiate Schools of Business (AACSB)
2. Accreditation Board for Engineering and Technology (ABET)
3. Accrediting Council on Education in Journalism and Mass Communications (ACEJMC)
4. Accreditation Council for Education in Nutrition and Dietetics (ACEND)
5. American Speech–Language–Hearing Association Council on Academic Accreditation (ASHA)
6. American Bar Association (ABA)
7. American Chemical Society (ACS)
8. American Horticultural Therapy Association (AHTA)
9. American Library Association (ALA)
10. American Psychological Association (APA)
11. American Veterinary Medical Association (AVMA)
12. Commission on Accreditation of Medical Physics Education Programs (CAMPEP)
13. Commission on Collegiate Nursing Education (CCNE)
14. The Council for Accreditation of Counseling and Related Educational Programs (CACREP)
15. Council for the Accreditation of Educator Preparation (CAEP)
16. Council on Accreditation (COA)
17. Council on Accreditation Parks, Recreation, Tourism and Related Professions (COAPRT)
18. Council on Education for Public Health (CEPH)
19. Council for Interior Design Accreditation (CIDA)
20. Council on Social Work Education (CSWE)
21. Landscape Architectural Accreditation Board (LAAB)
22. National Accrediting Agency for Clinical Laboratory Sciences (NAACLS)
23. National Architectural Accrediting Board (NAAB)

24. National Association of Schools of Art and Design (NASAD)
25. National Association of Schools of Music (NASM)
26. National Association of School Psychologists (NASP)
27. National Association of Schools of Theatre (NAST)
28. Society of American Foresters (SAF)

To demonstrate compliance with the requirements of this standard, the institution has sent each of its 28 programmatic accrediting bodies a letter of description of the institution. The letters are provided as evidence of the institution's compliance. There have been no public sanctions.

Sources

- 📄AACSB
- 📄ABA
- 📄ABET
- 📄ACEJMC
- 📄ACEND
- 📄ACS
- 📄AHTA
- 📄ALA
- 📄APA
- 📄ASHA
- 📄AVMA
- 📄CACREP
- 📄CAEP
- 📄CAMPEP
- 📄CCNE
- 📄CEPH
- 📄CIDA
- 📄COA
- 📄COAPRT
- 📄CSWE
- 📄LAAB
- 📄NAAB
- 📄NAACLS
- 📄NASAD
- 📄NASM
- 📄NASP
- 📄NAST
- 📄SAF