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## **Statement of Purpose**

The purpose of the Student Services Manual is to provide guidance via policies and procedures for handling student services. The school maintains adequate student services and resources in order to support its students in preserving satisfactory progress, attaining successful educational and employment outcomes and rendering informed decisions regarding employment and training. The need for these services is monitored on a continual basis.

## **Who to contact**

Casey Rackley, Vice President / Student Services Coordinator (SSC)  
Casey.rackley@fountainheadcollege.edu  
865-688-9422 office phone

Sandie Hancock, English Instructor / Student Services Coordinator (SSC)  
Sandie.hancock@fountainheadcollege.edu  
865-688-9422 office phone

## **Advising and Counseling**

Instructors and staff of the college can provide academic and personal advising. Professional counseling by clergy, psychologists, the Veteran's Administration and the Department of Human Services can be arranged at the student's expense. Agency-sponsored students are responsible for meeting with their counselors to discuss progress and submit grades, if required. Students seeking professional counseling may be referred to one of the following local Licensed Clinical Social Workers.

Melissa D Cohen LCSW  
2507 Mineral Springs Ave Suite C  
Knoxville, TN (865) 688-0661

Beverly Mckee, PHD LCSW  
1111 North Northshore Drive  
Knoxville - (865) 584-0171

Dona E Diftler, LCSW  
www.donadiftler.com  
4646 Chambliss Ave  
Knoxville - (865) 588-0488

Regina "Regi" Roberts, Psychotherapist  
www.talktherapypro.net  
2401 Dutch Valley Suite 12  
Knoxville - (865) 281-8558

Kevin Orpurt, LCSW  
www.kevinorpurtlcsw.com  
5401 Kingston Pike # 280  
Knoxville - (865) 330-0191

Knoxville Psychiatric Group: Jo Ward MD  
201 North Weisgarber Road  
Knoxville - (865) 584-8501

Jean A Bolding  
108 West Summit Hill Drive  
Knoxville - (865) 525-1099

Emily Lee LCSW BCD  
112 Glenleigh Ct # 2  
Knoxville - (865) 675-1555

## **Life skills**

Life skills are defined as the skills needed to effectively cope with daily life challenges and stresses. These skills include planning skills, time management skills, problem-solving skills, skills in literacy and communication, occupational requirements and decision making. Students may be referred to one of the following local professionals who are qualified to administer Life Skills counseling.

Brandy Hall MA  
Counselor  
Knoxville, Tennessee 37919  
(865) 945-0985

Michael Stanfield LMFT  
Marriage & Family Therapist  
Knoxville, Tennessee 37919  
(865) 816-9104

Christy Ann Claiborne LCSW  
Clinical Social Work/Therapist  
Knoxville, Tennessee 37922  
(865) 761-4109

P.J. (Paula) Alexander LCSW, CGC, CT  
Clinical Social Work/Therapist  
Knoxville, Tennessee 37919  
(865) 498-9999

Jodi Clarke MA, LPC, MHSP, NCC  
Counselor  
Knoxville, Tennessee 37923  
(865) 322-9983

New Life Lodge  
Treatment Facility  
Knoxville, Tennessee 37922  
(865) 889-5039

## Career Development

Job placement assistance is provided to graduates in good standing at no charge to the graduate or employer. The college actively pursues 100 percent placement of its available graduates; however, employment is not guaranteed. Interviews are arranged at the college when possible. The college assists graduates with preparing and disseminating resumes, notifies employers of graduating classes and writes letters of recommendation when warranted. Information regarding placement and retention may be obtained at the college.

## Budgeting

The college can provide information regarding budgeting to students who request assistance. Students can check materials out of the college's library or they may check with the Student Services Coordinator to schedule an appointment for the student to meet with a staff member who can provide advice on budgeting at no cost to the student. Sample budgets can be downloaded from internet websites such as [www.microsoft.com](http://www.microsoft.com) to include a yearly budget, a monthly budget and a college budget. See samples below:

1 Personal budget													
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Year
<b>4 INCOME</b>													
5 Wages	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
6 Interest/dividends	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
7 Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
8 <b>Income totals</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>9 EXPENSES</b>													
<b>10 Home</b>													
11 Mortgage/rent	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
12 Utilities	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
13 Home telephone	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
14 Cellular telephone	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15 Home repairs	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
16 Home improvement	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
17 Home security	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
18 Garden supplies	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
19 <b>Home totals</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>20 Daily living</b>													
21 Groceries	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
22 Child care	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
23 Dry cleaning	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
24 Dining out	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
25 Housecleaning service	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
26 Dog walker	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
28 <b>Daily living totals</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>29 Transportation</b>													
31 Gas/fuel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
32 Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Personal Monthly Budget												
4	Income 1		\$2,500	PROJECTED BALANCE (Projected income minus expenses)		\$940						
5	Extra income		\$500	ACTUAL BALANCE (Actual income minus expenses)		\$960						
6	<b>Total monthly income</b>		<b>\$3,000</b>	DIFFERENCE (Actual minus projected)		\$20						
7	Income 1		\$2,500									
8	ACTUAL MONTHLY INCOME											
9	Extra income		\$500									
10	<b>Total monthly income</b>		<b>\$3,000</b>									
11	HOUSING	Projected Cost	Actual Cost	Difference	ENTERTAINMENT	Projected Cost	Actual Cost	Difference				
12	Mortgage or rent	\$1,500	\$1,400	\$100	Video/DVD	\$0	\$50	-\$50				
13	Phone	\$60	\$100	-\$40	CDs			\$0				
14	Electricity	\$50	\$60	-\$10	Movies			\$0				
15	Gas	\$200	\$180	\$20	Concerts			\$0				
16	Water and sewer			\$0	Sporting events			\$0				
17	Cable			\$0	Live theater			\$0				
18	Waste removal			\$0	Other			\$0				
19	Maintenance or repairs			\$0	Other			\$0				
20	Supplies			\$0	Other			\$0				
21	Other			\$0	<b>Total</b>	\$0	\$50	-\$50				
22	<b>Total</b>	<b>\$1,810</b>	<b>\$1,740</b>	<b>\$70</b>								

**College Budget**

Monthly Income		Student Name	
Item	Amount		
Estimated monthly net income		Guardian	
Financial aid award(s)		School/College	
Other income			
<b>Total</b>	<b>\$0.00</b>		

  

Monthly Expenses		Semester Expenses	
Item	Amount	Item	Amount
Rent		Tuition	
Utilities		Lab fees	
Cell phone		Other fees	
Groceries		Books	
Auto expenses		Deposits	
Student loans		Transportation	
Other loans		<b>Total</b>	<b>\$0.00</b>
Credit cards			
Insurance		Discretionary Income	
Laundry		Item	Amount
Hair cuts		Monthly Income	\$0.00
Medical expenses		Monthly expenses	\$0.00
Entertainment		Semester expenses	\$0.00

Students who need to work to heal their credit or who need to work out a plan to reduce significant debt may be referred to one of the following private companies for additional assistance. Students who are referred will be responsible for any costs associated with the service provided to them.

Consumer Credit Counseling Service  
of East Tennessee Inc.  
1011 North Broadway Street  
Knoxville, TN 37917-6523  
(865) 525-6194

Credit Counseling Services  
531 Callahan Dr #101  
Knoxville, TN 37912  
(865)579-2322

On Time Credit Management  
3907 Martin Luther King Jr.  
Knoxville, TN 37914-4058  
(865) 546-1113

AAA Credit Repair Advisors  
[www.creditrepairadvisors.net](http://www.creditrepairadvisors.net)  
234 Morrell Rd. Suite 109  
Knoxville, TN 37919  
(561) 531-2275

Christian Credit Counselors  
Knoxville, TN 37902  
(865) 329-0035

Creditworxs the Credit Solutions  
PO Box 31812  
Knoxville, TN 37930  
(865) 851-7357

### **Personal Financial Planning**

The application of financial principles to decisions involving an individual or family's money is known as personal finance. Financial planning is defined as a key component of personal finance, which is a process requiring monitoring at regular intervals and reassessment. Financial planning generally involves five steps which include: evaluation, goal setting, plan creation, plan implementation and reevaluation and monitoring. Students who are seeking a baccalaureate degree are required to take M102 Personal Financial Planning unless they elect to provide transfer credit in lieu of taking this course.

### **General Development**

Students who are identified as having deficiencies in subjects such as reading, writing, mathematics, problem solving or logic may desire general development. Identification of these deficiencies may happen as students enter the enrollment process or as they progress through their courses of study. During the enrollment process, students or parents may self identify their shortcomings, or fail to meet admission standards such as not being able to pass their enrollment exam or failing to have a high school diploma or equivalent. Students who need general development should be referred to the Student Services Coordinator (SSC). Depending on the deficiency identified, the SSC may refer them to an external service agency who is qualified to assist them directly with their needs. This may include referring the student to the Knox County GED Testing Center or the Knox County Records Office. The SSC may refer students whose shortcomings include deficiencies in general education subjects for an appointment with the Director of Education. The appointment may involve assessment, development of a plan to assist the student, assignment of a student mentor and/or referral of the student to an external agency who is qualified to assist the student.

### **Student Retention**

Retention is a campus wide endeavor and an important aspect of the Institutional Assessment and Improvement planning. All Fountainhead staff participates in the college's retention improvement program. This program includes incentives for the student's, e.g., perfect attendance recognition and Honor Roll acknowledgement each semester. Honors categories are also designated on a student's diploma and graduates with highest honors wear gold cords during graduation. There is continued effort from the Admissions Department and the instructors to facilitate multiple classes having meals together to strengthen student camaraderie. The retention program also provides student advising to assist in the prevention of dropouts. The Director of Administration manages all administrative services and assists students in addressing issues relating to transportation, financial aid, career services, housing needs and other barriers to a student's successful completion of training. By monitoring attendance and academic progress, the instructors can advise struggling students and escalate any issues to the Director of Education (DOE). The DOE recommends strategies such as having these students spend additional time with the instructor, completing additional assignments or arranging a tutor. Special circumstances may warrant escalating a student's needs further to the Vice President or President for consideration. For example, our blind student needs occasional transportation and solutions for issues relating to software and screen readers.

### **Disability Services**

The college strives to meet the needs of all students. Easy access and special amenities are available. Prospective students who have special needs are encouraged to contact the college prior to visiting, to ensure our facilities meet their requirements. Students with permanent or temporary handicaps may request, in writing, permission to park in reserved or handicap parking.

### **Testing and Tutoring Services**

Students who feel they need additional tutoring services should meet with the SSC arrange to arrange to meet with the Director of Education and their instructor to determine the extent to which these services are needed. The Director of Education and the student's instructor may utilize classroom assignments, quizzes and tests or administer additional tests as a tool to assist them in determining a student's need for tutoring.

If a student's training program is sponsored by the Department of Human Services Vocational Rehabilitation or Veteran's Affairs Vocational Rehabilitation, the cost for these services may be covered by their respective sponsors. If a student does not have any sponsorship, he may arrange for tutoring services through the college but will be responsible for covering any costs associated with this service. Generally tutoring costs are estimated to start at \$10.00 per hour and can normally not be covered by a student's financial aid as tutoring services are not required for all students. The Director of Education will assist students by: making arrangements for this service, developing a tutoring plan and referring students to the Financial Aid Department to determine for certain if any financial assistance is available.

## Housing

The college does not provide dormitory facilities or housing but will assist the student in locating housing by providing a list of area apartments. The student is responsible for determining suitable housing. Materials may be requested from Admissions.

**East Tennessee Human Resource Agency (ETHRA)- [www.ethra.org](http://www.ethra.org)**, Knox County Administrative Office: 9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923 (865) 691-2551. ETHRA offers service to assist the community with HUD housing. ETHRA has additional offices in counties outside of Knox County. Please refer to their website for contact information.

Some apartments near by the college are listed below.

Forest Creek Apartments  
322 Forestal Drive  
Knoxville, TN  
(865) 689-6115  
0.4 mi S from Fountainhead

Adair Manor Apartments  
2116 Adair Dr # 1  
Knoxville, TN  
(865) 687-7531  
1.2 mi SW from Fountainhead

Pinnacle  
3208 Tazewell Pike # 103  
Knoxville, TN  
(865) 688-7918  
0.2 mi SW from Fountainhead

Washington Ridge Apartments  
3101 Washington Ridge Way  
Knoxville, TN  
(865) 544-1754 · [washingtonridge.com](http://washingtonridge.com)  
2.0 mi E from Fountainhead

Fountain City Apartments  
3400 Tazewell Pike # D2  
Knoxville, TN  
(865) 687-2324  
0.1 mi E from Fountainhead

Lyon's Den Apartments  
3610 Lyons Way  
Knoxville, TN  
(865) 673-8314  
1.0 mi SE from Fountainhead

Hillside Place  
2050 Edgeview Way  
Knoxville, TN  
(865) 281-0067 [hillsideplaceapts.com](http://hillsideplaceapts.com)  
1.2 mi SW from Fountainhead

Magnolia Square Apartments  
5310 White Bossom Way  
Knoxville, TN  
(865) 281-2569  
1.3 mi W from Fountainhead



## Transportation

**Knoxville Area Transit (KAT)** - KAT offers transportation via bus for approximately 25 different routes. Route 22 Broadway, is the closest route to the college. Additional routes are as follows:

Rt 10 Sequoyah	Rt 11 Kingston Pk	Rt 12 Western Ave
Rt 13 Beaumont	Rt 16 Cedar Bluff Connector	Rt 17 Sutherland
Rt 18 West Shopping Connector	Rt 20 Central Ave	Rt 21 Lincoln Park
Rt 22 Broadway	Rt 23 Millertown	Rt 24 Inskip
Rt 30 Parkridge	Rt 31 Magnolia	32 Dandridge Ave
Rt 33 MLK Jr Ave	Rt 34 Burlington	Rt 40 South Knoxville
Rt 41 Chapman Hwy	Rt 42 Ft Sanders UT Hosp	Rt 43 Univ Hts Apts
Rt 44 Gateway Apts	Rt 90 Crosstown	Rt 101X Cedar Bluff Express
Rt 102x Farragut Express		

For more complete information including maps and route stops visit [www.katbus.com](http://www.katbus.com).

**East Tennessee Human Resource Agency (ETHRA) Transportation** - (800) 232-1565; (865) 251-0074. ETHRA offers transportation assistance to those who qualify.

## Child Care

The college does not provide child care but will assist the student in locating local child care providers by providing a list to students seeking assistance with this service. The student is responsible for determining suitable child care providers. Materials may be requested from Admissions.

Natures Way Montessori School  
www.natureswaymontessori.com  
4710 Murphy Rd, Knoxville  
(865) 689-8976

Garden Montessori School  
www.gardenmontessori.org  
3225 Garden Drive, Knoxville  
(865) 688-6776

Kiddie Station Child Development  
www.kiddiestation.com  
7142 Maynardville Pike, Knoxville  
(865) 922-6284

Little People Preschool  
6506 Archer Rd # 1, Knoxville  
(865) 688-7806

Central Baptist Church Child  
5364 North Broadway Street, Knoxville  
(865) 688-2421

Child Development Center  
500 Hotel Road, Knoxville  
(865) 687-0815

First Step II Inc  
4605 Old Broadway St, Knoxville  
(865) 689-9818

## **Records**

The college maintains student financial records related to tuition, the payment of fees, financial aid and tuition refunds for a minimum of five years or longer if required by regulatory agencies. These records are secured as well as protected against loss or damage.

## **Supervision and Monitoring of Attendance Records**

The college maintains documentation of student advising sessions by date and place. Enrollment is a matter of mutual agreement. In return for providing career training and placement assistance, the college is entitled to good attendance by the student. Good attendance reflects good self discipline and enhances learning and employability. Additionally, it may increase course grades. Poor attendance may lower course grades. The college expects students to attend all scheduled class activities. As a minimum, students must be present in each course for at least 75 percent of their scheduled class activities to receive credit for the course, unless, in the opinion of the college, mitigating circumstances were present. For computational purposes, a partial absence (tardy or early departure) will be considered a one-hour absence. A student absent in excess of 25 percent of a course will be advised by the Director of Education, who will evaluate and may verify the circumstances causing the missed classes and determine the appropriate action. Absences may be excused or may result in probation or termination and is at the discretion of the Director of Education. If further consideration is warranted, the student may appeal in writing to the director of the college. Missed class work must be completed in a reasonable amount of time as prescribed by the student's instructors. A tardy is defined as arriving after attendance has been taken. Early departure is defined as leaving before the instructor dismisses the class. Students disenrolled may be required to wait until the following semester before returning to class (if a course is available). Re-enrollment is at the discretion of the college. Attendance policies may be changed at the discretion of the college as deemed necessary by school officials, with input from approving agencies, commissions or government departments.

## **Current Student Records**

The college maintains permanent educational records on its currently enrolled students. These records are the basis for a student's enrollment and they consist of all financial, admissions and academic records.

Academic, attendance and advising records are maintained as required and are available for student viewing during regular office hours by appointment. Students are given copies of their grade transcripts at the end of each semester. The final official transcript may be held if the graduating student has failed to meet financial obligations.

### **Formerly Enrolled Student Records**

The school maintains an official transcript for all formerly enrolled students to include its graduates and terminated or withdrawn students. Transcripts include: the program of study; the program entry date; graduation, termination or withdrawal date; semester credit hours and grades earned. Official transcripts are available to students upon request and in accordance with the college's policies.

For information about our graduation rates, potential job descriptions, earning potential and other important information, visit our website at [www.fountainheadcollege.edu](http://www.fountainheadcollege.edu) or contact Fountainhead College's Admissions Office.

Fountainhead College of Technology

3203 Tazewell Pike

Knoxville, TN 37918

[www.fountainheadcollege.edu](http://www.fountainheadcollege.edu)

865-688-9422

