



Walters State Community College Course Syllabus

Course Information

Course Number and Name: CULA 2361 Retail Bakery Management

Section ID: 80548.202380

Semester and Year: Fall 2023

Credit Hours: 3

Start Date: August 21, 2023

End Date: December 08, 2023

Course Format: CON - Conventional Methodology

Catalog Course Description: This course introduces the student to the application of baking and pastry arts production techniques in a wholesale and/or retail setting. Students are introduced to the theory of merchandising baked goods for bakeries as well as formula standardization and conversion, production planning, purchasing, costing and "price for profit". Students will hone their skills, learn new formulas and create desserts while practicing techniques, methods and procedures used to develop consistent quality products. This is the capstone class for the AAS degree in Baking and Pastry.

Prereqs: CULA 1321 Advanced Baking and Pastry, CULA 2341 Artisan and Specialty Breads, CULA 1232 Advanced Cake Decorating **(F) (S-as needed)** .6 hour laboratory

Meeting Details: T; 08:00AM - 02:00PM; CAPE 104

Course Drop Deadline: October 27, 2023

Instructor Information

Name: Jeri Haun

Role: Instructor

Office Location: CAPE 129

Office Hours: By Appointment

Office Phone: 865-774-5822

Email: Jeri.Haun@ws.edu

Supervisor Name: Joe Cairns, Department Head of Culinary Arts

Supervisor Phone: 865-774-5816

Secretary Name: Deb Peachey

Secretary Phone: 865-774-5817

Name: Jane Overman

Role: Course Supervisor

Office Location: CAPE 119

Office Hours: By Appointment

Office Phone: 865-774-5826

Email: jane.overman@ws.edu

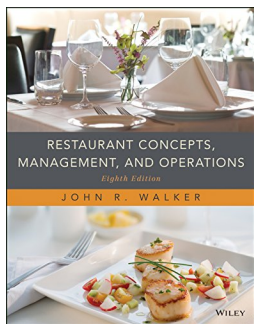
Supervisor Name: Joe Cairns

Supervisor Phone: 865-774-5816

Secretary Name: Deb Peachey

Secretary Phone: 865-774-5817

Required Textbook(s) and Materials



Restaurant Concepts, Management & Operations

ISBN: ISBN: ISBN: 978-1-119-32610-6

Authors: Authors: John R. Walker

Publisher: Wiley

Edition: Eighth Edition

Supplemental or Optional Materials

- Digital scales that weight a minimum of 5 pounds (ounces and grams preferred)
- Calculator
- Instant-read Thermometer
- Knife or Pastry Kit
- Rolling pin of choice
- Dough Knife (in pastry kit)
- Measuring spoons
- Round biscuit cutter set (in pastry kit)
- Black Sharpies
- Notebook for all formulas

- Member of the American Culinary Federation and provide proof of such to Deb Peachey to be placed in your file; this is required by the American Culinary Federation. The cost is \$85.00 yearly for student culinarians. You can register for membership at [Greater Smoky Mountain Chapter, Knoxville, TN.](#) or at acfcchefs.org

Optional Reference: The Book of Yields: Accuracy in Food Costing and Purchasing, 8th Edition by Francis T. Lynch

Student Learning Outcomes/Objectives

- This course has been developed to provide second year culinary students information to help them learn about operations and assistance on how to apply that information. A basic knowledge of math is required. This course focuses on the further development of knowledge, abilities, attitudes and personal qualities that will lead to job success in the retail, commercial or institutional baking industry. This is not a course designed to teach basic baking skills. The principles instructed in this course can be equally useful to either management or vocational students who desire to upgrade or broaden skills and knowledge.

Student will be able to:

- Select and use proper ingredients, equipment, and utensils for specific applications in baking and demonstrate care of special bakery equipment
- Utilize standard weights, measures to demonstrate proper scaling, and measurement techniques.
- Perform basic math functions. Practice to become proficient in the process of formula costing, determining selling price of items, and formula yield conversions
- Identify career opportunities and the personal traits for a variety of jobs in the industry.
- Calculate beverage costs and percentages.
- Define controllable or variable expenses and discuss how prime costs can contribute to the overall variable costs
- Define and describe a profit/loss statement and assess how it is used to determine profitability in a foodservice operation
- Identify marketing techniques to increase sales and profitability of restaurant operations.
- Demonstrate a variety of cooking methods
- Identify and use herbs, spices, and flavor extracts
- Identify and prepare a variety of breakfast sandwiches used in a bakery and café

- Identify and prepare breakfast meats, batters, eggs, and cereals
- Demonstrate food presentation techniques
- Write written food requisitions for production requirements
- Prepare standardized recipes for menu production
- Create menu item descriptions for bakery foods
- Apply principles of nutrition to bakery goods development.
- Describe the importance of proper planning to the overall operation of the baking facility.
- Calculate and forecast purchase and preparation requirements based on a product's yield in cooking and intangible waste factors
- Discuss steps necessary in planning and the importance of expert advice
- Write and implement a business plan for a small bakery
- Decide on products and then describe by writing specifications for equipment needed to produce and sell products, including basic systems needed to operate (computer system)
- Discuss and demonstrate staff requirements, rules, and progressive discipline
- Discuss and demonstrate management and leadership responsibilities in a small weekly bakery operation
- Discuss company vision, branding, social marketing, and measures
- Analyze production skills and costs
- Develop forms for reports
- Discuss and apply application of convenience and value-added products
- Demonstrate the presentations of baked goods and desserts
- Evaluate the quality of presentations of baked goods and desserts
- Review bakery reports during mid-term and finals week to evaluate success and determine if any changes need to be made
- Discuss and analyze the importance of sanitation and HACCP procedures that affect receiving and issuing of goods in a foodservice operation.
- Utilize a par system when ordering, receiving and storing food and the terms FIFO and LIFO, and how they are used effectively to maintain proper storage procedures

Instructional Approach and Methods

This class will include lecture with periodic testing and lab assignments. This is a lab class and not a lecture class; you cannot make up work or learn if you are not here.

1. Evaluation based on instructor observation of participation and production in all class activities.

2. Daily Grading based on following criteria

a. Mise en place –

- Clean, complete uniform with white undershirt only under the chef coat
- On time for class
- Required textbook, materials/tools for class assignments

b. Cleaning duties as assigned-

- Storage of all ingredients and products
- Cleaning and storing of all equipment and utensils
- Proper cleaning of all lab areas

3. Lab Grading based on following criteria

a. Work station, work habits, clean-up-

- Properly and thoroughly cleaning work space throughout the day

b. Time Management-

- Planned production schedule to multitask
- All assigned projects/items prepared and ready on time

c. Waste control-

- Use correct conversions and scaling/measuring of ingredients
- Use correct mixing/technique
- Watch to prevent waste/good yield percentages

d. Technique /skill -

- Prepared according to recipe/formula instructions and use of proper technique.

e. Quality of finished products-

- Taste, look and presentation.
- Products of a sellable quality

f. Teamwork-

- Appropriate conduct and language.
- Teamwork requires that all students contribute their fair share to the workload so that the class can accomplish its goals in a timely and satisfactory manner.
- Brigade assignments completed

4. Competency levels for grading criteria:

- 0 = No regard for class requirements; did not follow guidelines stated in syllabus, handbook or assignment
- 1 = Poor; Work was unsatisfactory, needed total supervision, did not grasp assignment
- 2 = Fair; Acceptable work, needed some supervision, understood assignment but did not complete what was assigned
- 3 = Good; the end results were good, needed little supervision, understood the assignment well
- 4 = Very Good; No supervision needed and every aspect of the work assignment was understood and completed
- 5 = Excellent; No supervision needed and every aspect of the work assignment was exceptional; assisted classmates using approved methods showing outstanding skill

5. Professionalism is a must! The student that is/or has been in a class with uniform required must be in full uniform with jacket buttoned at all times throughout the class, including cleaning. Failure to abide by these policies (hygiene, jewelry, wrist accessories, nail, hair, and uniform dress code) will result in the loss of daily participation points. The first violation will result in a 25% loss of daily grade. The second violation will result in a 50% loss of daily grade. The third infraction and all thereafter will result in a loss of all daily points in class.

6. Be aware that sanitation and cleaning habits have great value in the bakeshop. You must be wearing gloves when handling all ready-to-eat foods; this includes all items that require no cooking before serving. Also includes all cake decorating processes.

Assessment, Evaluation and Testing Procedures

Class Activity	Percentage of Grade
Lab Assignments	50%
Costing	10%
Marketing Plan	10%
Quizzes from text book	5%
Vocabulary quizzes	5%
C.H.E.F. Event Credit	10%
Street Fair	5%
Final	5%
TOTAL	100%

Grading Scale

A	1000-900 (90-100%)
B	899-800 (80-89%)
C	799-700 (70-79%)
D	699-600 (60-69%)
F	599-0 5 (59% and below)

Assignments

- **Mountain Rose Bistro and Bakery** operates every Tuesday beginning September 5, 2023 and ends on NOVEMBER 21, 2023, **as the situation allows**. The Bakery/Bistro opens at 10:30 am and closes 1:00 pm.
- **Kitchen Manager Planning**
 - Each student will be assigned as Kitchen Manager on one or more separate weeks as the situation allows. The Kitchen Manager is required to plan the lunch blue plate specials and submit to the instructor two weeks in advance. If a student does not submit their plan two weeks in advance, 50% credit will be the maximum allowed to be earned.
 - Provide recipes on recipe form for the amount forecasted to sell, along with costing form and suggested selling price for 30 servings
 - Discuss supplies needed with Culinary Operations Manager
 - Create a form for turning in supply list
 - Create plating instructions for your specials
- **Restaurant/Bakery Manager Planning**
 - Each student will be assigned as Restaurant Manager on three or more separate weeks as the situation allows.
 - Restaurant Manager is responsible for setting up the selling area, collection of payments and getting food safely to the customers
 - Set-up of take-out packaging
 - Implement marketing plan to bring customers into the café or hand outs in the event we are making bakery items or meals for essential workers
 - Preparing cinnamon rolls
- **Line Cook Planning**
 - Each student will be assigned Line Cook on one or more separate weeks as the situation allows.

- The Line Cook will check inventory in freezer and stock rooms to determined par levels and discuss with Culinary Operations Manager.
- Rearrange bistro area of freezer when necessary, FIFO principles
- Check in food truck orders
- Assist Kitchen Manager in plating orders
- If not serving on campus, contact essential workers to determine number of meals we need or bakery items to deliver.
- If not serving on campus, create a form for logging calls to essential workers with contact info, allergies, etc.

- **Costing**

- Each student will turn in a weekly costing assignment related to their jobs in the kitchen.
- Kitchen Manager will use the blue plate special, and the Culinary Operations Manager will assign costing to the other positions.

- **Street Fair - October 5,2023**

- Maples Institute for Culinary Arts will host a “Street Fair” on **Thursday, October 5, from 10 am – 2 pm**. The Street Fair will feature booths from each culinary class and will be open to the campus and the public. Each culinary class will be responsible for an exhibit, which could include a storefront, street vendor, location staging, or support personnel.

Each class will be required to complete the following for their exhibit:

- Submit a plan by **September 7th** using the following link: [Street Fair Registration](#) (opens in new window), to include:
 1. Booth Concept (drawing included)
 - Design should reflect actual store front and layout
 2. Business Name & Logo, which will be used on apparel
 3. Team Captains (2) & Duty Roster for setup & event
 - Each team will have two Team Captains
 - Kitchen/Food Production Captain
 - Booth Setup & Staging Captain
 - Each member of the class will be required to participate at some level of the process to include the following:
 - Design
 - Setup
 - Food Production
 - Service
 - Breakdown and clean-up
 - If you have more than one culinary class, you are expected to participate in the process for each class. For example:

- Culinary I – Design & Setup prior to the event
- Bakery Fundamentals – Service during the event
- 4. Recipes to be used and the cost for each recipe
 - Food Concept for this class will be: **To Be Determined**
- 5. Proposed charge (in tickets) for each item to be sold.
 - 1 Ticket = \$1
- 6. Space needed for exhibit (no more than 8' x 8')
- 7. Requirements for booth
 - List of Equipment needed
 - Equipment is limited. Use will be on a first come, first serve basis.
 - Kitchen access required outside of normal class period
 - Location request
 - Hall access, near electrical outlets, etc.
- Faculty & Staff will review submissions with response to be provided by Week 5, with approval or suggestions for revisions.
- Setup of exhibits should be complete by **Wednesday, October 4 at 4:00 pm**. All exhibits should be setup and ready to open by **Thursday, October 5 at 9:00 am**.

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Class Participation

This is a lab class and not a lecture class; students are expected to attend all scheduled classes, and you cannot make up work or learn if you are not here. **It is your responsibility to notify Culinary Operations Manager if you will be late or absent. There will be no make-ups for hands-on evaluations or projects.**

If a student misses three (3) or more classes, the student will NOT meet the minimum class competencies required to pass. A doctor's note will be accepted for up to one excused absence, but you are still responsible for the material covered in that class. Absences are counted from the first scheduled meeting of the class. An explanation for the cause of all absences must be to each instructor. If possible, students should inform instructors in advance of planned absences. Students must attend the first day of class or contact the instructor prior to the first class if they intend to remain in the class.

Students are expected to be on time; arriving after the class begins will severely affect your daily grade. Tardiness or leaving early is recorded and reflected in daily participation points.

To be most successful in this class:

“Read each formula/recipe all the way through before beginning to scale/measure.” Many times, you can prevent an error or save yourself clean-up time by understanding the entire process before starting or asking questions if something is unclear.

Make sure to clean each work area immediately when you are finished using it; do not leave a mess behind when you leave (Clean As You Go- CAYGO).

In order to keep all products the freshest possible, we follow a strict rotation system: First in, First out. The oldest product, the product to be used first, is always in the front and on the top. This goes for shelves, as well as racks in the freezer. When everyone follows this system, we will always serve an outstanding product!

Instructor will provide assistance in learning new methods and techniques as the variety of menu dictates. This course will follow the grading scale as outlined for final assigned letter grade.

Course and Class Policies/Procedures

Faculty Member Course Specific Details:

Class will meet on Tuesday 8:00 am – 2:00 pm. Classroom - CAPE 117

Hybrid class requirements may make it necessary for class competencies to be assigned online with out of class assignments as directed by instructor. It is your responsibility to check eLearn regularly for updates and due dates.

Every day will be a practical hands-on lab grade; grading rubrics for daily participation and lab are used to calculate points in each class. The focus will be placed on ability to follow directions, completing assignments and quality (appearance, texture, crumb, and taste).

Online/Web-Enhanced Course Supplementary Information

Virtual Office Hours	Available by appointment only
Library Information	Culinary Database: http://library.ws.edu/az.php?a=c
Technical Support	None apply
Web Addresses/Resources	
Guidelines for Communication: Email, Discussion Posts, Chat	WS email, eLearn, and Microsoft Teams will be the preferred methods for online communication.

Additional Course Requirements/Details/Information

C.H.E.F. Event Requirements

(Culinary- Hands-on – Experience- First)

Each semester, students are **required** to participate in 20 hours of learning experience events as part of the culinary program. These hours earned through volunteering to participate in events outside of your scheduled classes. Multiple dates and times are available; students should only volunteer for events suitable to their class schedule. If a particular educational experience is either a course or degree requirement or a voluntary extracurricular activity, you must decide whether to participate. However, if you choose not to fulfill the required amount of event hours, you may fail to satisfy the course or degree requirements. Each hour worked is valued at 5 points that will reflect in your overall grade for class. All events completed in the present semester. Completion of half of required event hours are recommended before the mid-semester break, with the remaining hours to be completed prior to Finals Week.

Participation of C.H.E.F. events worked is reflected in your grade for all culinary classes; failure to complete event points will inflict up to a letter grade drop.

You may register for the events via a link provided on E-Learn (C.H.E.F. event Sign Ups link in content section of eLearn). When completing the sign-up form, please review the date & time for each event before agreeing to volunteer for the activity. You will be required to provide a valid e-mail address (not eLearn) when signing up for events. This e-mail address is to send a reminder notice at least two business days prior to the event. Each event will require a separate sign-up. If you sign-up for an event and are not able to attend, you must contact Deb Peachey (865-774-5817) a **minimum** of 24 hours in advance of the event.

Academic Program Standards/Policies/Accreditation Information

Culinary Requirements:

Professionalism of each student graded using criteria based on the following items:

- Clean, complete Uniform
 - Dirty uniforms will not be allowed:
- On Time for class
- Appropriate conduct & language
- Teamwork
- Because of the amount of material to be covered in class and the expected level of professionalism, unnecessary talk will not be tolerated. Students who do not comply are to leave the class.
- Cell phone usage is discouraged in class unless approved by Instructor.

- Class is not dismissed until the Instructor authorizes students to leave. Students leaving prior to Instructor dismissal will lose all daily participation points.
- Lab Cleaning Assignments as posted in the Closing Checklist are to be completed by each class before students are dismissed from the class.
- Books, knife kits, etc. are to be placed in LOCKERS ONLY; do not leave in unlocked classroom, on work tables, or in work/production areas
- Requires flexibility in schedule as required to fulfill duties
- Requires prolonged sitting or standing
- Requires some physical exertion to manually move, lift, carry, pull or push heavy objects or materials
- Requires stooping, bending and reaching
- Requires concentration in a noisy environment
- Requires ability to transport food to other locations as necessary

Class Meal Policy:

Maples Institute for Culinary Arts:

The policy for students participating in a meal producing /serving class will be as follows:

- Food will be provided only when left after service
- Students will be instructed by the Chef in the producing class at what time plates can be prepared
- Student "Family Meal" is a bonus and not required. If provided meal may not be the same as what is being served to the paying guest
- Food will be evenly divided so all students in classes have a plate
- Food will be placed in clam shells and placed in hot box or refrigerator
- Meal CANNOT be consumed until all class duties are completed at which time it can be eaten on campus or taken home
- Classes must end on time with all assigned duties complete

Beverages/cups may only be placed in the designated beverage area. No beverages are allowed in the lab production areas.

If a student is not in a production class or scheduled event, food will not be provided, to include:

- Food produced during lab class.
- Food left over and stored in walk-in or reach-in
- Food left over and stored in freezer

- Food prepared from other serving classes

Academic Honesty

Faculty expect all students to refrain from acts of academic misconduct including but not limited to:

1. Plagiarism - refers to using another person's ideas or writing without giving proper credit to the original source. Indulging in this type of conduct will subject the student to disciplinary sanctions, which may be imposed through the regular institutional procedures of Walters State Community College as outlined in the Student Handbook. Plagiarism will result in a grade of "0" for the paper/exam/presentation. Student Conduct and Disciplinary Sanctions contained in the college Catalog/Student Handbook apply (see policy 04:18:02 Disciplinary Sanctions). Plagiarism includes, but is not limited to the following:
 - a. Using cut/paste tool from original document with no references given.
 - b. Copying another student's work and submitting it as one's own.
 - c. Forging or otherwise altering signatures.
 - d. Giving or falsifying academic documents or materials.
2. Cheating - construed as attempting to deceive or mislead which includes, but is not limited to the following:
 - a. Utilizing old tests, projects, notes or written papers.
 - b. Providing unauthorized information to a fellow student about exam content.
 - c. Receiving unauthorized aid from any source with quizzes, examinations, or other assignments.
 - d. Seeking information in an unacceptable manner during/preceding an exam or other assigned work (cheat sheet, verbal exchange, looking at another person's paper or electronic device, utilizing headphones, using textbook when the test/quiz is not an open book test/quiz, using textbook test bank etc.).
 - e. Consulting with a classmate or others when taking a computerized test.
 - f. Disregarding other specific policies and procedures outlined for a particular class.
 - g. Utilizing unapproved technology/electronic equipment during testing (i.e.: mobile devices such as cell phones, smart devices, or tablets, etc.).
 - h. Using the same Internet Protocol network address (IP address) as another student for testing without approval from the course faculty.
3. The use of any generative artificial intelligence (AI) tool, such as OpenAI's ChatGPT, Google's Bard, or any other pre-trained language model (commonly referred to as "chatbot"), must be cited for any assignment where it has been used and may not be used unless specifically

allowed by your instructor. Please see your instructor or the course policies within the syllabus if you have questions.

Student Resources

TUTORING SERVICES

Students in need of tutoring assistance are encouraged to contact the Office of Student Tutoring located as follows:

- Morristown Campus - Student Services Building Room L107 - (423) 585-6920
- Niswonger Campus - GRNV 226 - (423) 798-7982
- Sevierville Campus - MMH Room 210 - (865) 286-2787
- Claiborne Campus - Room 123A - (423) 851-4761

Specific tutoring assistance in mathematics and writing is available in-person and online as follows:

- Morristown Campus - English Learning Lab - HUM 120 - (423) 585-6970

[Walters State English Learning Lab \(opens in new window\)](https://www.walters.edu/academics/humanities/writing-lab)
[ws.edu/academics/humanities/writing-lab](https://www.walters.edu/academics/humanities/writing-lab)

- Morristown Campus - Mathematics Lab - MBSS 222 - (423) 585-6872

[Walters State Mathematics Learning Lab \(opens in new window\)](https://www.walters.edu/academics/mathematics/learning-lab)
[ws.edu/academics/mathematics/learning-lab](https://www.walters.edu/academics/mathematics/learning-lab)

TECHNOLOGY SUPPORT

Students who need assistance with computing and technology issues should contact the IET Helpdesk by phone at Morristown: (423) 318-2742; Niswonger: (423) 798-8186; or Sevierville: (865) 286-2789 or on-line access.

[Walters State Helpdesk \(opens in new window\)](https://helpdesk.walters.edu)
helpdesk.walters.edu

STUDENTS WITH DISABILITIES SUPPORT SERVICES

Students with disabilities must register with Student Support Services each semester in the Student Services Building, Room U134 (phone (423) 585-6892) if they need any special facilities, services, or consideration.

[Walters State Student Support Services \(opens in new window\)](https://www.waltersstate.edu/student-services/disability/)
[ws.edu/student-services/disability/](https://www.waltersstate.edu/student-services/disability/)

SUICIDE PREVENTION STATEMENT

Walters State is committed to and cares about all students. Support services are available for any person at Walters State who is experiencing feelings of being overwhelmed, hopelessness, depression, thinking about dying by suicide, or is otherwise in need of assistance. For immediate help, contact the National Suicide Prevention Lifeline by calling or texting 9-8-8 or the Trevor Lifeline at 1-866-488-7386. Veterans may also contact the Veterans Crisis Line at 1-800-273-8255 (press 1) or Text 838255.

Walters State has a relationship in place with the following community agencies to provide services (may include crisis referral services, prevention screenings, etc.):

- Cherokee Health Systems 423-586-5032
- Frontier Health 423-467-3600

College Policies

STUDENTS HANDBOOK AS OFFICIAL GOVERNING DOCUMENT

This class is governed by the policies and procedures stated in the current Walters State Community College Student Handbook. All students attending Walters State Community College, regardless of the time, location, or format of the class, must abide by the rules and regulations outlined in the current Walters State Catalog/Student Handbook and the current Walters State Timetable of Classes.

[Walters State Catalog \(opens in new window\)](https://www.waltersstate.edu/catalog/)
[catalog.ws.edu/](https://www.waltersstate.edu/catalog/)

[Walters State Timetable of Classes \(opens in new window\)](https://www.waltersstate.edu/admissions/registration/)
[ws.edu/admissions/registration/](https://www.waltersstate.edu/admissions/registration/)

PURPOSE, LIMITATIONS AND MODIFICATION OF SYLLABUS

This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. The instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus for the semester/year specified in the Course Information

section of the syllabus. This syllabus is only valid for the semester/year specified and course requirements are not guaranteed for future semesters.

COURSE GROUND RULES

- Students must attend the first day of on-ground class or contact the instructor prior to the first class. Failure to do this may result in being dropped from the class. Excessive absences may substantially lower the course grade.
- Regular class attendance is a student's obligation for any course regardless of format. (See the Walters State Catalog/Student Handbook). If a student misses class, it is his or her responsibility to contact the instructor regarding missed assignments and/or activities and to be prepared for the next class assignment.
- Students enrolled in web courses must follow the course attendance policy defined for online attendance during the first week of class and throughout the term. Failure to do this may result in being dropped from the class during week one OR may result in the accrual of absences which may negatively impact the student's grade in the course.
- Students who have not paid fees on time and/or are not correctly registered for this class and whose names do not appear on official class rolls generated by the Walters State student information system (MyWS) will not be allowed to remain in class or receive credit for this course.
- Electronic devices must not disrupt the instructional process or college-sponsored academic activity. Use of electronic devices is prohibited unless use of the device is relevant to the activity and use is sanctioned by the faculty member in charge. Electronic devices that are not relevant to the activity or sanctioned by the faculty member in charge should be set so that they will not produce an audible sound during classroom instruction or other college-sponsored academic activity.

FINANCIAL AID

Students receiving any type of financial aid or scholarship should contact the Financial Aid Office before making any changes to their schedule. Schedule changes without prior approval may result in loss of award for the current term and future terms.

All forms of student Financial Aid may be jeopardized or lost due to the lack of Satisfactory Academic Progress in one or multiple courses. Lack of Satisfactory Academic Progress may negatively impact a student's degree/certificate completion pace and further jeopardize Financial Aid eligibility.

CANCELLATION OF CLASSES AND ACADEMIC CONTINUITY

For information related to the cancellation of classes due to inclement weather or other events, please check the Senators Emergency Text system or the college's Web site at:

[Walters State Homepage \(opens in new window\)](#)

ws.edu/home/

[Walters State Facebook page \(opens in new window\)](#)

<https://www.facebook.com/WaltersState/>

[Walters State Twitter page \(opens in new window\)](#)

<https://twitter.com/waltersstate>

or call the college's student information line, 1-800-225-4770, option 1; the Sevier County Campus, (865) 774-5800, option 7; the Niswonger Campus (423) 798-7940, option 7; or the Claiborne County Campus, 423-636-6200, option 7. Also, please monitor local TV and radio stations for further announcements.

When an event or disaster interrupts the scheduled operations of the college and the ability to proceed with the academic course activities as planned, the college and your instructor may alter the course plan outlined in the syllabus. Should an event occur, students should refer to their course e-Learn pages and/or class materials previously delivered to receive guidance from their instructor. Students should continue to monitor the official college channels of communication listed in the above paragraph. If you would like to sign up for the Senators Emergency Text system, please go to the following Web site:

[Senator Emergency Text System \(opens in new window\)](#)

ws.edu/set/

Dual Enrollment students attending on a high school campus should refer to the high school inclement weather cancellations.

LEARNING MANAGEMENT SYSTEM

Brightspace (commonly known as eLearn or D2L) is the college's Learning Management System (LMS).

Brightspace is committed to accessibility by "deliver[ing] a learning experience that meets the needs of all people, regardless of age or ability." [Brightspace Accessibility Standard \(opens in new window\)](#)

Brightspace is also committed to guarding student data and privacy. [Brightspace Privacy Policy \(opens in new window\)](#)