

Let's Talk About Our Workplace

Thank you to the 7,200 faculty and staff who shared feedback about our workplace and work culture in November 2014 through the statewide employee engagement survey.

Results are in and summaries of findings specific to each campus and institute were shared through open forums held in March. Hopefully, you were able to attend.

Among statewide findings, 81 percent of respondents are proud to work at UT, and 78 percent feel their department is a good place to work.

Results indicate that as a statewide system, UT is making progress in some key areas identified as needing improvement in the 2011 survey. While there's still work to be done, results indicate efforts to address pay, increase supervisor training and standardize performance reviews could be making an impact.

**YOUR VOICE.
YOUR UT.**

Here are some specific examples from statewide feedback:

Statements	2014 (Strongly Agree/Agree)	2011 (Strongly Agree/Agree)
Overall, my department is a good place to work.	78%	77%
This institution's benefits meet my needs.	75%	68%
My supervisor/department chair is consistent and fair.	68%	63%
We have opportunities to contribute to important decisions in my department.	59%	53%
I understand how merit increases are determined.	52%	47%
Issues of low performance are addressed in my department.	51%	46%
Changes that affect me are discussed prior to being implemented.	48%	44%
I am paid fairly for my work.	42%	35%

Results also serve as a reminder that areas such as staffing and collaboration still need attention, for instance:

Statements	2014 (Strongly Agree/Agree)	2011 (Strongly Agree/Agree)
My department has adequate faculty/staff to achieve our goals.	42%	40%
There's a sense that we're all on the same team at this institution.	45%	43%

Work to study feedback from the 2014 survey is about to begin, and campuses and institutes have formed teams to make recommendations for specific outcomes based on the new data.



WELCOME

Thank you for taking the time to read *For Your Benefit*, a newsletter about the benefits offered to you as a UT employee.

We have much to share this month, starting with an overview of results from our statewide employee engagement survey. More than 7,200 faculty and staff participated—totaling a near-record 60 percent participation rate. Thank you for investing in our workplace and sharing your feedback. We've also included important information about salary schedule updates and health insurance deadlines and dedicated much of this issue to highlighting benefits and resources related to health and wellness.

I hope you find the stories helpful and encourage you to share comments and suggestions by emailing us at systemhr@tennessee.edu.

Linda Hendricks Harig
*UT System Vice President
for Human Resources*

A list of team leads is available at yourvoice.tennessee.edu. All employees are encouraged to submit ideas for recommendations that would make an impact.

Nearly 40 new initiatives have been attributed to feedback shared through the 2011 survey. A complete listing is available on the above-referenced survey website.

Another group that will use feedback from the survey is UT's statewide Compensation Advisory Board, which is responsible for recommending the recent increase in the minimum starting pay rate to \$9.50 an hour and compensation training that all supervisors were required to attend. If you have ideas that should be considered by CAB, send feedback to cab@tennessee.edu.

Thank you again for participating in the survey and look for more information to be shared soon. If you were unable to attend a forum, contact your human resources office to ask about materials and recordings.

Understanding Diversity and Valuing Our Differences

“In order for everyone to thrive, we need to ensure people feel safe, comfortable and welcome and are able to concentrate on their work rather than worrying about oppression,” explained Joe Miles during his presentation to attendees of UT’s first University-wide diversity summit.

More than 140 faculty and staff from every UT campus and institute attended the summit on April 15, hosted by UT’s Diversity Advisory Council (DAC) and designed to engage the UT community in efforts to create more diverse and inclusive learning and working environments.

Presenters and panelists from within the University and across the country led discussions ranging from the importance of leadership in driving diversity and inclusion to effective communication strategies.

“Whatever we can do to improve our climate of inclusiveness will help us all be more effective, healthier and psychologically better off,” added Miles, an assistant professor of counseling psychology at UT Knoxville and expert in multiculturalism and social justice.

Several presentations from the diversity summit were recorded and will soon be made available on the Diversity Advisory Council’s website at tennessee.edu/dac/.

The diversity summit is one of many initiatives to engage faculty and staff in efforts to advance diversity and inclusion. To learn more about programs and resources on your campus, start by checking with your local equity and diversity office. 



JOE MILES

ABOUT DAC

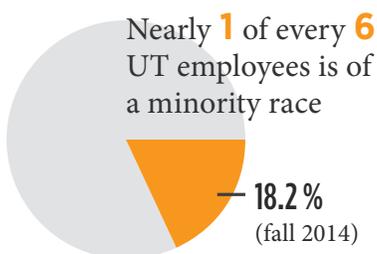
UT’s Diversity Advisory Council was formed in January 2010 to advise the UT System president on:

- How to be effective and efficient in the recruitment, retention and graduation of a more diverse student population
- Recruitment and retention of a more diverse faculty and staff
- Development and implementation of performance measurements for the purpose of accountability, and other matters relating to diversity as necessary

At DAC’s recommendation, UT recently has updated its system-wide diversity statement, defined and collected demographic data on faculty, staff and students and is implementing a new purchasing system that allows for increased solicitation of minority vendors. UT also is making progress toward incorporating diversity into accountability measures for campus and institute leadership, creating diversity councils at each location and reviewing the usage of diversity funding statewide.

FACTS & FIGURES

Minority Faculty and Staff



% OF STAFF WHO ARE OF A MINORITY RACE

19.2% (fall 2014)

Increased 2.1 percent over last 5 years

% OF FACULTY WHO ARE OF A MINORITY RACE

16.1% (fall 2014)

Increased 2 percent over last 5 years

Reminder to Complete Partnership Promise Biometric Screening by July 15

Employees and covered spouses currently enrolled in the Partnership PPO who have been contacted for health coaching in 2015 must complete a biometric health screening by July 15.

Screenings are not required for all Partnership PPO plan members—only those who have been contacted for coaching and those new to the plan. Newly hired or newly covered members must complete a biometric screening within 120 days of their effective date.

If you’re not sure and would like to confirm that you need a biometric screening, call (888) 741-3390, option 1.

HOW TO COMPLETE THE BIOMETRIC SCREENING

- STEP 1:** Register for the screening form at my.onsitehd.com/restricted/signup/tn
- STEP 2:** Follow the prompts to download the form
- STEP 3:** Schedule a screening or physical with your doctor*

**Have you had a physical since July 16, 2014? If so, you can use the results from that visit. Call your doctor’s office and ask about the best way to have the form completed.*

- STEP 4:** Take the form for completion during your visit
- STEP 5:** You or your doctor must submit the completed form to Onsite Health Diagnostics by July 15, 2015

Fax: (972) 823-0684

Mail: Onsite Health Diagnostics
7801 Mesquite Bend, Suite 106A
Irving, Texas 75063

Web: my.onsitehd.com/restricted/signup/tn

On-campus health screenings are not being offered this year, so the only option is to visit your healthcare provider.

Instructions and screenshots explaining this process are available at partnersforhealthtn.gov/documents/instruction_physician_form.pdf. 

Introducing New Leadership Institute Alumni

Congratulations to the 50 faculty and staff who graduated in February from UT's Leadership Institute, a week-long training program offered every other year and designed to recognize and develop leaders within the University.

Formed in 1981, the institute has graduated more than 900 participants and has a lengthy list of accomplished alumni from across the state. Training consists of self-awareness, teamwork, organizational effectiveness and adaptability exercises. You can learn more about the Leadership Institute at humanresources.tennessee.edu/leadership/. 



Updates to Salary Schedules Lead to Pay Increases for Approximately 150 Staff Members

Effective June 30, 2015, the pay grade minimums for all regular staff salary schedules will be updated based on a market analysis. As a result, approximately 153 employees will receive pay increases because their current salaries fall below the new minimums.

Managers will be able to notify employees receiving pay increases by the end of June, and increases will be included in July paychecks.

The increases were recommended by UT's Compensation Advisory Board (CAB) and are part of UT's ongoing work to address compensation needs statewide.

Other recent recommendations by CAB include the increase in UT's minimum starting pay rate to \$9.50 an hour, which took effect June 30, 2014, and the compensation and performance management training all supervisors were required to attend last year.

To learn more about CAB, visit humanresources.tennessee.edu/cab/. Current salary schedules are available at the following site and will be updated to reflect the new minimums by the end of June: humanresources.tennessee.edu/compensation/schedules/. 

New Self-Service Feature for TCRS Retirement Plan Members

The Tennessee Consolidated Retirement System (TCRS) defined benefit pension plan has introduced a new online self-service feature, allowing members to:

- Update contact information
- View account history
- Retrieve annual statements
- Maintain beneficiary information

If you are among the 7,500 UT employees currently participating in the TCRS plan, you can access the new self-service feature by registering at tcrs.tn.gov. A user guide and demonstration video are available to walk you through the process. Questions also can be directed to (800) 770-8277, option 8. 

The Leadership Institute gave me...

"...a great opportunity to be introspective and focus on the way I communicate with colleagues, alumni, volunteers and upper administration. I learned so much about different leadership styles, and I'm better equipped to identify how others communicate and lead, so that I can see their viewpoint more clearly. It's OK to surround yourself with leaders and colleagues who lead differently than you. It strengthens you and the entire team, and being able to view issues through their lens was a big takeaway for me."

Eric Haag, Senior Director of Alumni Programs and Outreach in the UT Knoxville Office of Alumni Affairs, UT Foundation

2015 Leadership Institute Participants

UT CHATTANOOGA

Neslihan Alp
Jennifer Ellis
Tyler Forrest
James Hicks
Jayne Holder
Robert Robinson
Valara Sample
Caleb Whitted

UT KNOXVILLE

Tim Boruff
Donna Braquet
Brian Browning
Ashlie Czyz
Kevin Garland
Tashika Griffith
Eric Haag
Tanisha Jenkins

UT HEALTH SCIENCE CENTER

Teresa Britt
Melanie Burlison
Jason Carter
Edward DeSchepper
Bruce Keisling
Kelly McDaniel
Bernd Meibohm
Donald Thomason
Audrey Zucker-Levin

David Kent
Mary Lucal
Catherine Luther
Robert Nobles
Emily Parker

UT MARTIN

John Abel
Ross Dickens
Brian Donavant
Amy Fenning
Richard Helgeson
Todd Winters

UT INSTITUTE OF AGRICULTURE

Misty Bailey
Whitney Fair
Parwinder Grewal
Tomi Rogers
Lisa Stearns

UT SPACE INSTITUTE

Christopher Armstrong
Penny Oliver

UT SYSTEM ADMINISTRATION

Elizabeth Davis
Tonjanita Johnson
Sheila McNeil
Carey Whitworth

UT INSTITUTE FOR PUBLIC SERVICE

Robin Roberts
Jim Thomas

5 Ways to Promote Civility in the Workplace

By Johanna Owenby, Trainer and Management Specialist in the UT System Human Resources Office of Employee and Organizational Development



JOHANNA OWENBY

Being uncivil can happen without us even recognizing it—an overlooked email, missed meeting or forgotten acknowledgment. These lapses may seem innocent and often justifiable, but when repeated, can translate to a lack of respect for others and lead to real problems.

Demonstrating civility means showing regard for those around us and being thoughtful, courteous and polite. The effects of civility in a department are better communication, collaboration and cohesiveness, and when problems exist, we see increased turnover, interpersonal conflict and sometimes even instances of hostility and bullying.

Below are five tips you may find helpful from the training course “Promoting Civility in the Workplace.”

- TIP 1 PAY ATTENTION**
Simply being observant and considerate can go a long way toward making others feel valued and appreciated. You don’t need to nose into someone’s personal life, but always have an awareness of what those around you may be going through, especially if you’re a supervisor.
- TIP 2 ACKNOWLEDGE OTHER PEOPLE**
Make time to recognize others, whether by remembering someone’s name or congratulating a team member, and always be mindful of when you have a reason to thank someone.
- TIP 3 BE INCLUSIVE**
No one likes to be left out. If you realize you’ve unintentionally excluded someone, be honest about your mistake and apologize. Everyone deserves to feel welcome and part of the team.
- TIP 4 RESPECT EVEN A SUBTLE “NO”**
One of the most basic rules of respect is accepting another person’s “no,” even if they don’t say “no.” Supervisors should be aware of a team member’s hesitation to say “no.”
- TIP 5 BE RESPECTFUL OF OTHERS’ TIME**
Be careful to not send the message that your time is more important. A common mistake is demanding immediate attention by showing up or calling unannounced. Always make it safe and possible for the other person to pick a better time. Also be aware of how you manage your time and avoid creating emergencies for others.

Are you interested in learning more? Contact your human resources office to inquire about course offerings. Traveling courses can be arranged for groups of 15 or more participants, though a fee may apply. Course materials are based on the teachings of Dr. P.M. Forni and his book, *Choosing Civility*. Read more about his work at krieger.jhu.edu/civility. 

Take Advantage of the ParTners for Health Fitness Center Discount



Most UT employees have free or discounted access to on-site recreation centers, group classes, pools, indoor tracks, walking trails and exercise clubs.

But did you know that by being enrolled in the state of Tennessee’s health insurance program, you also have access to discounted rates at many local fitness centers?

Learn more about the ParTners for Health Fitness Center Discount Program at partnersforhealthtn.gov/fitness.shtml, and scan the list of participating facilities.

Minnesota Life Introduces New Support Services for Families in Times of Need

Minnesota Life now offers free travel assistance, legacy planning and beneficiary financial counseling services to employees—and their spouses and dependents—covered under the state of Tennessee’s group life insurance plan. All services are optional and available at no additional cost.

Be sure to familiarize yourself with the services and include the information with your important personal and financial documents. To learn more, visit lifebenefits.com/stateoftn. Information specific to travel assistance services is available at lifebenefits.com/travel. Visit legacyplanningresources.com to learn more about end-of-life planning resources.

Questions?
Contact the HR Call Center

1-888-444-UTHR

From 865 Area code, call 946-8847

Available 8 a.m. – 6 p.m. ET

Making Wellness a Workplace Conversation

Wellness doesn't start when the workday ends, it's a 24/7 commitment, and UT understands the role a supportive workplace plays in helping employees live healthy and balanced lives.



[Work Healthy UT](#) is a new statewide initiative to better communicate the dozens of health and wellness resources available to you as a UT employee and to create a network for connecting to others with similar interests, sharing success stories, recommending tips and offering support.

Here's a peek at what you'll find on the new [Work Healthy UT website](#), [blog](#) and [recipe account](#) that launch May 1.

Lighten Up Meals Using Faculty-Recommended Recipes

more on page 6

JULIE'S CAULIFLOWER PATTIES

- 1/4 cup finely diced onion (optional)
- 1 head cauliflower, finely chopped, cooked and drained well
- 1 cup panko crumbs
- 1 large egg, lightly beaten
- 2 tbsp. low-fat mayonnaise
- 1 tsp. Worcestershire sauce
- 2 tsp. Dijon mustard
- Dash of hot sauce
- Kosher salt and freshly ground pepper
- Extra virgin olive oil

Heat 2 tablespoons olive oil in a large nonstick skillet over medium-high heat. Mix 1/2 cup panko, the egg and mayonnaise in a small bowl. Add Worcestershire, mustard and hot sauce. Fold the cooked, chopped cauliflower into the panko mixture. Add 1/4 teaspoon salt and a pinch of pepper. Shape into patties, and cook until crispy golden brown.

*Recommended by Julie Floyd
Associate Professor, Department of Nursing
UT Martin*

Fill Your Cup with Facts: Coffee Talk

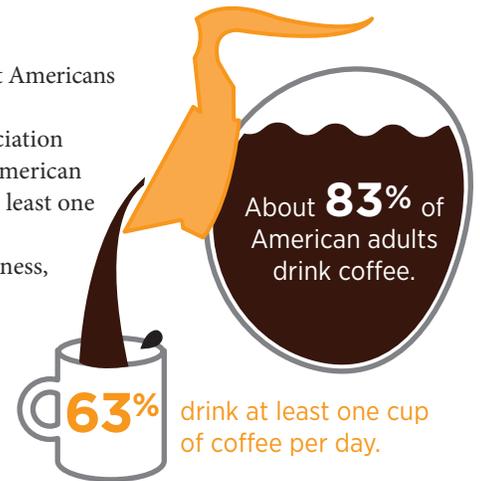
By John Lacey

When you look at the facts, it's pretty clear that Americans love coffee.

According to a 2013 National Coffee Association market research study, about 83 percent of American adults drink coffee, while 63 percent drink at least one cup of coffee per day.

There's no question that coffee is a big business, but what do the facts say about how all this consumption is affecting our bodies?

Here's the brewdown from Chelsi Wolz, a nutrition research associate and registered dietician working in the Healthy Eating and Activity Laboratory at UT Knoxville.



WHAT ARE THE BENEFITS?

Coffee is a low-calorie drink with three essential B vitamins and high amounts of antioxidant components.



RECENT RESEARCH FINDINGS

- Coffee is associated with a lower risk of depression and stroke among women and men.
- Men who consume 6 or more cups of coffee a day may have a lower risk of developing prostate cancer.
- Caffeine consumption may have a positive effect on long-term memory.

WHAT ARE THE DRAWBACKS TO COFFEE?

Although coffee by itself is low in calories, most people add milk, half n half, sugar or buy sweetened specialty drinks from retailers like Starbucks, thus increasing the calorie content. It's easy to overconsume calories when they're hidden in drinks:



Coffee can lead to caffeine addiction, and trying to cut back can result in headaches and other side effects. Also, coffee is acidic, so someone with heartburn or acid reflux might experience stomach aches or increased symptoms.



Help create a forum for learning from and supporting one another by subscribing to the [Work Healthy UT blog](#) and consider sharing your own stories. Are you passionate about running or eating healthy? Have you been successful at making a lifestyle change? Are you a nurse, researcher, chef or counselor? We want to hear from you!



WHY I PLAY PADDLEBALL: “Because I have a blast doing it! We’ve got a group of 10 to 12 people who play at lunch two or three times a week. If the weather’s nice, we play outside, and if not, we use the campus rec center.”

MY MOTIVATION: “Physical activity helps me clear my mind, refocus and boost my metabolism. Going out there puts a fresh perspective on things and sometimes even helps me solve problems—a change of scenery can be good for that.”

MY WELLNESS GOAL: “I try to keep my weight in check and focus on cardiovascular health.”

Scott Gordy, IT Manager, UT Institute for Public Service

IN OUR OWN WORDS

UT EMPLOYEES SHARE THEIR COMMITMENT TO A HEALTHY LIFESTYLE

WHY I SCHEDULE TIME FOR FAMILY ACTIVITIES:

“Because I value time with my family and try to make them a priority every weekend.”

MY MOTIVATION: “It’s all too easy to get caught up in work-related issues and emergencies during your off time. I work very hard while I am at work to ensure I don’t need to take work home with me.”

MY WELLNESS GOAL: “Since we will be adding to our family in August, my immediate goal will be to carve out some time for myself while successfully juggling a baby, toddler, family commitments and my job. Please wish me luck!”

Sabrina Soltau, Interim Director of Contract Administration, Office of the Treasurer, UT System Administration

WHY I ONLY HAVE ONE COKE A WEEK: “Because I feel a lot better when I drink water or unsweet tea.”

MY MOTIVATION: “I became more aware of studies about sugar and sweeteners and realized I just didn’t feel very good after drinking soda.”

MY WELLNESS GOAL: “I try to watch what I eat, walk, choose lean proteins that give me energy, keep an eye on sodium and balance indulgences with healthier options.”

Sue Denning, Alumni Assistant, UT Foundation

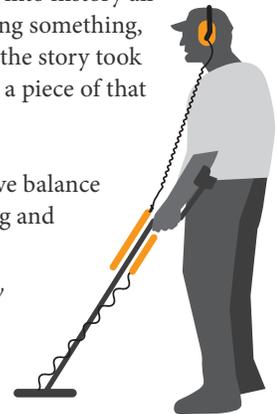


WHY I GO METAL DETECTING: “Because it’s a way to connect with the past, and it lets me get out in the woods, feel the sun and breathe the fresh air. It’s a mental break, and I can just relax and have fun.”

MY MOTIVATION: “I’ve been into history all my life and enjoy reading something, finding the spot where the story took place and then holding a piece of that history in my hand.”

MY WELLNESS GOAL: “To have balance and spend time relaxing and rejuvenating.”

Chris Armstrong, Safety Coordinator, UT Space Institute



BAKED VEGETABLES

- 2 yellow squash, sliced
- 2 zucchini, sliced
- 1 pint cherry or grape tomatoes
- 2 tbsp. olive oil
- 1 tsp. Italian seasoning
- Salt & pepper, to taste, optional
- Parmesan cheese, freshly grated

Combine the squash, zucchini and tomatoes in a bowl; toss to mix. Add the olive oil, Italian seasoning, salt and pepper; toss to coat. Spread one-third of the vegetables in a baking dish and sprinkle with cheese. Repeat the layers two more times. Bake, covered with foil, at 350 degrees for 30-40 minutes. Serves 4.

*Recommended by Melissa Powell
Clinical Instructor, Lecturer and Registered Dietician, Department of Health and Human Performance
UT Chattanooga*

PECAN ENCRUSTED SALMON

- ¾ lb. salmon fillet
- Freshly ground pepper
- 2 tbsp. Dijon mustard
- 2 tbsp. low-fat yogurt or sour cream
- ½ cup ground pecans

Preheat oven to 450 degrees. Pepper both sides of salmon and place in pan covered with aluminum foil. Combine mustard and yogurt; spread over salmon. Sprinkle with pecans. Bake 12-15 minutes at 450 degrees.

*Recommended by Rebecca Krukowksi
Assistant Professor, Department of Preventive Medicine
UT Health Science Center*



Find more faculty-recommended recipes on the Work Healthy UT website and share your own. Rate your favorites and help create a future Work Healthy UT cookbook.

Find the Silver Lining in Loss

By Erica Jenkins and John Lacey

Justin Crowe had just arrived in Washington, D.C. for a conference when his parents called, and the news wasn't good.

"They told me that my brother, my only brother, had passed away," recalled Crowe, a UT Extension specialist with Tennessee 4-H.

Standing at a bus stop that night, nearly 1,000 miles from his family, he called his supervisor.

"I just broke down," Crowe said. "It didn't really hit me until I talked to somebody."

"I told him that I didn't know what was going to happen, but that I was going to do the best I could."

Steve Sutton was only a year into his first supervisory role and hadn't been in a situation like that before. So he relied on his instinct.

"I tried to treat Justin as I would want to be treated," Sutton recalled. "A person can only handle so much, and I knew our staff was a team and could handle things while he grieved."

Not only were his work responsibilities taken care of, but Crowe's co-workers also reached out to support him personally. Cards poured in and donations were collected for a wreath. Several even made the trip to attend the services.

"I still have that wreath hanging on my front door," he said. It's starting to fade, but I look at it and think of the memory of my brother and that a group of 4-H'ers cared enough about me to do that."



DOCTORS' ORDERS: IT'S OK TO BE SAD

"Loss can be any experience that demands the surrender of something that is personally significant or familiar," explained Laura Wheat, a clinical assistant professor in UT Knoxville's College of Education, Health and Human Sciences. And grief is how we express and acknowledge our loss.



The personal nature of grief also makes it a difficult topic for many to address in the workplace, said Laura Miller, a health communication researcher in UT Knoxville's School of Communication Studies.

What to Say (and Do) When You Don't Have the Right Words

Advice on handling grief and loss in the workplace provided from faculty members Laura Wheat and Laura Miller

SOMEONE EXPERIENCING LOSS SET COMMUNICATION EXPECTATIONS

Let your supervisor and co-workers know your preferences about discussing your loss.

ASK FOR WHAT YOU NEED

Someone who hasn't experienced your type of loss may not understand the adjustments your loss requires. Talk honestly about your needs.

GIVE YOURSELF SPACE

Grief doesn't happen in linear stages. It occurs in roller coaster cycles that vary in intensity over time. If you need to step away for a minute to process feelings of grief, give yourself that latitude.

SUPERVISORS ACKNOWLEDGE THE LOSS

Let employees know that you understand they are experiencing life-changing loss. This can be a powerful way to open the door for additional conversations.

TAKE INITIATIVE

Ask how you and the office can support them and talk about what accommodations, if needed, are possible.

CHECK IN

Grief is a process, and it's important to check in with employees occasionally to understand where they are and if their needs have changed.

CO-WORKER OFFER A DISTRACTION

There will come a time when it may be nice for people in grief to get away from the office. Don't be afraid to invite them to lunch or give them something else to focus on.

PAY ATTENTION

If you notice changes in co-workers' behavior, don't be shy about asking if there's anything you can do to help.



"There's something about the workplace setting that seems to confuse people about how to deal with grief," Miller said. "It confuses grievers too, because they're not sure if they are allowed to have their human experience out in public in the workplace."

Read more tips and advice for handling grief and loss in the workplace in the full-length version, available on the For Your Benefit website at humanresources.tennessee.edu/foryourbenefit.html.



Work-life balance and mental health are important focus areas within Work Healthy UT, and many more resources are available online, including detailed information about counseling and support services.



NEWS AND INFORMATION ABOUT YOUR UNIVERSITY BENEFITS

SPRING 2015

Thank You for Weighing In *For Your Benefit* Readership Survey Results

Communication is an important part of creating a great workplace, and we want to know what you think of *For Your Benefit* as a communication tool.

Thank you to the more than 60 employees—7 percent of the sample population—who took the time to complete a readership survey following mailing of the fall 2014 issue.

Here are a few examples of how feedback is being used:

- A new email version of *For Your Benefit* will soon accompany printed issues.
- More tips and advice from experts and how-to guides will be included.
- More articles about employee discounts, insurances, retirement, policies and trainings will be included.

Thank you again for your feedback and please continue to share thoughts and ideas by emailing systemhr@tennessee.edu. 

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