

# II. Student Development & University Services

It is the aim of UTC's Student Development Office to make available services and programs that create a climate for a successful college career. The staff strives to meet the needs of the campus population in housing, counseling, health services, and student activities.

Good communication is a key in promoting harmony among the various facets of the University. No matter what problems students have, Student Development staff members are there to be of assistance, either as counselors or as referral agents to the office that can solve the problem.

## The University Center

The University Center, known as the "UC" serves as the center of campus activities. Comfortable walking shoes are suggested as the UC is a large facility with plenty of space for "mall-walking". From the E. 5<sup>th</sup> Street garage walk across the street to the Lansing Court arch. Visit the Admissions office or begin an Admissions campus tour inside the lower gallery. Request academic advising in the Center for Advising and Student Success. Inside the gallery, view two levels of architectural designed beams, columns, mirrors, tile walkway, and metal. Work on computer assignments in the large Student Technology Center. Visit the Financial Aid suite located on the main level near the Auditorium. From the Vine and Baldwin (Cardiac Hill) Streets entrance visit Student Development offices; attend student organization meetings; use automatic teller machines; and attend student activity programs. Purchase coffee and other specialty drinks from Java City and a meal from Campus Dining's Scrappy's Place. Enjoy WiFi, socializing with friends, and eating a meal in the 600-seat UC Commons. From the E. Fifth (5<sup>th</sup>) Street entrance, purchase books, supplies and official UTC logo clothing in the bookstore. On the lower level, visit the Student Activities area that includes: Student Government Association (SGA), Campus Activity Board (CAB), the Student Media Center, and play billiards and table tennis. Also located in the UC are the Mocs Card/ID office, Bursar's Office, Co-operative Education and International Programs, and Campus Dining Services. Visit Placement and Student Employment Center, Counseling and Career Planning Center, Multicultural and Women Centers. Enjoy the aesthetically pleasing colors, the architectural designs, colorful murals, open atmosphere, and furnishings. View the art works in the University Center's permanent collection. Experience the sense of connectedness to the campus that begins with a visit to the "UC" Commons. Be informed of what is happening on campus. The UC is the cool place to be seen. The UC supports the University's efforts to make for a sustainable environment. The Environmental Task Force is responsible for the expenditures of the Student Green Fee. The UC has partnered with Orange Grove Center in a recycling program of clean paper, #1 and #2 plastic bottles, and aluminum cans. Please recycle items while in the UC.

## The Office of Multicultural Affairs

The Office of Multicultural Affairs assists in fostering a community that contributes to the successful recruitment, retention, and graduation of underrepresented students at UTC. It enhances the academic, social, physical and emotional experience of all students through outreach and support. In keeping with the guiding principles of the University, the Office works in partnership with faculty to promote lifelong learning one student at a time. The Office fosters a community which values diversity and creates an awareness of each member's personal worth and responsibility. It also collaborates with the internal and external areas of the University to enhance the collegiate experience.

For more information stop by 350 University Center or call 425-5648.

## The Counseling & Career Planning Center

The Counseling and Career Planning Center at UTC offers a variety of services to students. These services include personal, vocational, academic counseling, psychiatric and crisis intervention, for individuals and groups. Consultation services, workshops and other programs are developed and available for the University community. The Center also has a variety of resource materials.

The staff of the Center includes professionally trained counselors and psychologists, who have achieved appropriate certification and/or licensure at the state and national levels. Graduate students work under the supervision of the Center's professional staff.

Issues for which students receive counseling include finding a major, relationship difficulties, roommate issues, difficulty in classes, adjusting to college, family issues, depression, anxiety and other mental health concerns. Students may walk into the Center for their first appointment 9:00 a.m. - noon or 1:00 p.m. - 3:00 p.m., Monday-Friday. If a student is experiencing a crisis or emergency, he or she may be seen at anytime during business hours, or after hours call campus security to reach the counselor on call.

The services of the Center are confidential and free to students with the exception of career, learning or mental health assessment instruments. The need for such assessments may be discussed with a counselor during the first visit. Students may contact the Center by phone at 423-425-4438 or come to the Center in room 338 of the University Center.

## Center for Advisement & Student Success

The Center for Advisement and Student Success provides a variety of programs and services to students. The focus of Advisement is to academically advise students who have not declared a major and freshmen. To educate students regarding the University's academic policies and procedures, to provide a list of referrals for additional assistance, and to enforce the importance of getting involved. The focus of Student Success is to promote academic excellence and encourage self directed and lifelong learning for all UTC students. Student Success will provide programs and services (to include supplemental instruction, tutoring, mentoring, study skills) to help students perform well academically which will increase the graduation rate and retention of all UTC students. For additional information, please go to room 108 in the University Center, or call (423) 425-4573 or visit the website at <http://www.utc.edu/Administration/AdvisementAndStudentSuccess/>.

## UTC Women's Center

The UTC Women's Center promotes an equitable and empowering environment for all UTC students, faculty and staff. We encourage personal, social and intellectual growth within a diverse community by providing comprehensive programs, services and outreach activities. We will create a community for women as they empower themselves and each other with the goal of enhancement of women's lives. Our programs include women's health awareness, women's leadership initiatives, gender equity activism, and the Transformation Project. As an essential part of the Women's Center, the Transformation Project provides leadership, working with campus and community partners to reduce violence against women, including relationship violence, sexual assault, stalking and sexual harassment. It serves students, faculty and staff at UTC. The Women's Center, located in the University Center, Rm 350, can be reached at 423-425-5605 or visit our website at [www.utc.edu/womenscenter](http://www.utc.edu/womenscenter).

## Placement & Student Employment Center

The Placement & Student Employment Center, Room 315, University Center, provides a variety of services to students interested in finding a place in the "world of work." Its main functions are threefold. The staff makes every effort to assist alumni and degree candidates in finding positions which will fulfill their career objectives. Local employers list job openings with the Center. Interviews can be arranged on campus with recruiters from industry, government, and education. In addition to this, programs and small workshops are held periodically throughout the year to help students learn what is involved in finding a job. In order to take full advantage of the placement services, seniors should register as early in the fall semester as possible by coming to the office. Part-time and full-time non-degree placement is another service of the operation. There is always a variety of part-time and full-time job listings, including clerical, accounting, retail, technical, and temporary odd jobs.

All students are welcome and are invited to visit the office at their convenience. For more information call 425-4184 or visit the web site at [www.utc.edu/placement](http://www.utc.edu/placement).

## University Health Services

The staff of University Health Services (UHS) seeks to give every student, faculty and staff member optimum health care. The clinic is in operation from 8:30-5:00 Monday through Friday. Services include visits for acute and chronic illnesses, physical exams, screenings, immunizations, lab services, TB skin testing and allergy shots. The UHS is located at 1100 East Third Street, Suite 102, Chattanooga, TN 37403 and is easily accessible using the MOCS Express shuttle. Healthcare is provided by nurse practitioners and physicians. UHS is closed each day from 12:00-1:00. After hours, students, faculty and staff with emergencies will be referred to Erlanger Hospital under the care of the physicians at UT Family Practice. Your insurance carrier will be billed for all services. Co-pays are expected at the time of the visit. UHS will not turn any student away based on ability to pay or lack of insurance. They will be billed based on UT Family Practice's billing practices. For appointments please call 423-778-9303.

## Health Insurance

The University recommends that students obtain separate hospitalization and medical insurance. A health insurance policy is offered through the University and covers a schedule of expenses for surgery and hospitalization in case of accident and illness. All international students are required to enroll in The University of Tennessee insurance program. Information about this policy is mailed to students in the summer. Additional information is available by calling 1-877-480-4161 or visiting [www.Aetnastudenthealth.com](http://www.Aetnastudenthealth.com).

## Immunization Requirements

All students born after January 1, 1957 must be vaccinated with two (2) doses of Measles, Mumps, and Rubella (MMR) vaccine. According to Tennessee State Law Chapter 1200-14-1-29, effective 1998, 12th grade students are required to provide immunization documentation in high school. If you graduated from a Tennessee high school in 1999 or after, you might have met this requirement; however, you are still required to show proof of two MMRs.

Effective July 1, 2003, the General Assembly of the State of Tennessee mandates that each private and public postsecondary institution in the state provide information concerning Hepatitis B infection and Meningococcal Meningitis infection to all students entering the institution for the first time. Documents of the Hepatitis B and Meningitis vaccine **OR** a signed waiver is required. This form is to be turned into Student Development.

## Student Housing

Approximately 2949 students live on the UTC campus. They are housed in Lockmiller, Boling and Johnson Obear complexes and on South campus at Guerry, Decosimo, Stophel, Walker and UC Foundation Apartments. The apartments are predominately 4-person units.

1. Single out-of-town students attending the University are expected to live in University housing when space is available unless they commute from their homes in nearby towns.
2. They may not live off campus when residence hall space is available without permission from the Housing Office.

All individuals living in UTC housing are required to participate in a dining membership plan during fall and spring semesters. The dining membership may be used to make purchases as any of the dining locations.

### Differentiated Housing

The concept of Differentiated Housing at The University of Tennessee at Chattanooga campus offers students, with parental involvement, the choice of the housing facility and living atmosphere in which he or she will live. The plans available are:

1. TYPE A – Visitation privileges are allowed in the living-dining area from 12:00 noon until 12:00 midnight.
2. TYPE B – This plan involves minimal rules, regulations, and supervision. This option is available to upperclass students only.

The wishes of those who do not want to participate in visitation must be considered in the pattern of visiting. Those who are not participating should be reasonably assured that they will not be unduly imposed upon on any of these occasions.

Each resident is responsible for the behavior of any of his or her guests and is expected to accompany him/her whenever they are present.

In keeping with students' responsibility and parental and student requests, the University believes that when and where a student spends time away from the residence halls is a highly individual matter. This should take the form of an agreement between students and parents and not be imposed on students by the University.

### Contractual Arrangements

Each resident student signs an individual contract with the University for the premises he/she will occupy. This agreement covers occupancy for the entire academic year unless specifically indicated otherwise on the contract itself. Any student who for any reason wishes to alter the terms of his/her contract, must apply in writing to the University Housing Office at least thirty days prior to the anticipated change. If the contract is modified, notification will be sent in writing to all parties concerned prior to the effective date of action. Unless written exception is granted by the University, he/she is liable for the full extent of the original statement. All residents should review their contract regarding financial obligations.

### Room Assignments

Residents of University Housing may sign up for housing by visiting [www.utc.edu/housing](http://www.utc.edu/housing). All new housing students must pay a \$25 application fee and pay a \$225 reservation fee to confirm their housing. For additional information, please contact UTC Housing and Residence Life at (423)425-4304. The University reserves the

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right to make changes to assignments when deemed in the best interest of the resident or the University. In case one of the occupants moves, the student(s) who remain agrees to accept assigned roommate or to move to another apartment upon request. Spaces not claimed by the first day of classes in a semester are subject to re-assignment.

### Reservation Fee

In order to reserve a room for fall semester, students must remit a \$225 reservation fee. The reservation fee is a pre-payment. The reservation fee is refundable if room assignment is cancelled in writing on or before June 1<sup>st</sup>. Cancellations after June 1<sup>st</sup> will result in a forfeit of the \$225 reservation fee.

### Damage

1. The student is responsible for the condition and proper care of the accommodations assigned and shall reimburse the University for all damages done within or to said accommodations in which he/she is housed, for all damages to Resident Hall non-public areas, and all damage to, or loss of University fixtures, furnishings, or property furnished under the contract. Charges for damages and/or necessary cleaning will be assessed against the student, or students, by the University and must be paid promptly. Failure to pay assessment will result in a hold on a student's registration, graduation and/or transcript.
2. Non-public areas refer to the studies, lounges and restroom facilities, hallways and other areas of a floor of the residence hall which are provided primarily for the use of students having accommodations on that floor.

### Room Changes

1. The University expects students to continue residency in the room to which they are assigned. However, it realizes that changes are sometimes mutually beneficial.
2. Through regularly scheduled procedures, room changes may be made. A \$25.00 fee will be assessed any time a student is allowed to move. Failure to obtain the written prior approval of both the Resident Director and the Housing Office will result in a minimum \$25.00 assessment for administrative costs and also could result in the imposition of disciplinary sanctions.

### Check Out

When a student is assigned specific accommodations, the University assumes occupancy by that student until notified otherwise. When vacating the premises, either for another on-campus facility or to leave University housing, it is the occupant's responsibility to check out in person with a staff member of the residence hall. At that time, an evaluation of the facility is made in the occupant's presence and a report is completed on deficiencies or damages for which the student is responsible. Failure to check out in the prescribed manner will result in the occupant's being held liable for any or all deficiencies or damages found, as well as for the cost to replace keys, locks or other such items that affect the appearance or security of the unit. He/she will also be assessed administrative costs incurred by this failure to check out.

### Inspection and Search Policy

Entry by University authorities into occupied rooms in residence halls will be divided into three categories: inspection, search, and emergency. Inspection is defined as the entry into an occupied room or apartment by University authorities in order to ascertain the health and safety conditions in the areas, or to check the physical condition of the area, or to make repairs on facilities, or to perform cleaning and janitorial operations. Search is defined as the entry into an occupied room by on-campus authorities for the purpose of investigating suspected violations of campus regulations and/or city, state, or federal law. An emergency situation exists when the delay necessary to obtain search authorization constitutes a danger to persons, property, or the building itself.

1. Inspection: Scheduled inspection by on-campus authorities with the exception of daily janitorial operations shall be preceded, if possible, by twenty-four hours notice to the residents. During the inspection, there will be no search of drawers or closets or personal belongings.
2. Search: On-campus authorities will not enter a room for purposes of search except in compliance with state law or with the permission of the resident or the written permission of the Vice Chancellor for Student Development or his/her representative. University authorities shall have, if possible, the Resident Director of the hall or his/her designee accompany them on the search.
3. For purposes of maintenance, and fire and safety evaluation, rooms will be inspected periodically by the University staff. Normally the resident assistant will be involved in this part of the program and will work out arrangements with the individual occupant beforehand.

### Repairs

When requests for repair service in a room or apartment have been submitted, it is likely that the maintenance personnel will not be able to predict exactly when service will be available. Accordingly, when such service personnel has a legitimate repair order for an area and the occupant is not in, maintenance personnel will be granted access to the area in question. This access will be for the stated purpose only and the privacy of the occupants will be respected.

### Solicitation

Commercial publicity or solicitation is not allowed on campus. "Buy, Sell, or Trade" advertisements of students, faculty, or staff origin are excepted.

No persons or groups are allowed to solicit or canvass in the residence halls. Exceptions to this regulation are seldom given and are always in writing or by public announcement by the Office of Student Development.

### Telephone Services

Telephone lines are available in each apartment. Student may choose to plug in their own telephone to this line at no additional charge to make local calls and to receive calls (sorry, collect calls are not permitted). Students should dial 9 + the local number for off campus call or the last 4 digits of an on campus number. Students interested in long distance service and / or a personal phone line in their bedroom should contact the Telecommunications department for more information.

### Mail Service

Mail is delivered to each residence hall daily, except Saturdays, Sundays, and holidays.

### Guests

Residents may have overnight guests of the same sex only, if prior arrangements are made with roommate(s) in writing and permission is given by the Resident Director. The maximum length of any visit is three days and three nights. All guests are governed by the University and residence hall regulations, and it is the host's responsibility to make guests aware of this. In cases where the guest is in violation of University regulations, disciplinary action may be brought against the host.

### Care of Room

Custodial service is provided by the University to clean public areas. Residents have the responsibility for hanging up and putting away their clothes, making their beds, and generally keeping the rooms neat. No one may remove screens or draperies from the windows nor move furniture from room to room.

Misappropriated furnishings will be the responsibility of the residents of the room or apartment and they will be billed immediately for either recovery or returning the articles to their original place.

Tape and nails are not to be used on the walls. Residents are cautioned that adhesives on the walls or furniture frequently cause extensive damage and/or require considerable time to clean. Small tacks or push pins have proven to be least damaging to the walls and will hold as much as should be posted in any of the UTC facilities. The use of contact paper on wood has proven to damage the wood. Residents will be assessed the full cost of restoring the facilities so damaged to an acceptable standard. All food must be stored in air-tight containers for sanitary purposes. Periodic inspection of the room will be made by a staff member.

### Residence Hall Security

Procedures regarding Residence Hall Security are provided in Section IV.

### Safety Prohibitions

The University is greatly concerned with the health and well-being of its members. In group living situations, special care must be exercised so as not to threaten the life or property of any one individual.

Most safety hazards are the result of poor housekeeping, carelessness, and thoughtfulness.

Each staff member and resident is expected to be safety conscious and to do what is necessary to avoid hazardous conditions.

Monthly safety reports are submitted to University Residence Life Office by the resident staff.

1. No candles, open flames, or incense burning is allowed.
2. Light bulbs should not be touching or near clothing or other flammables.
3. Extension cords must be underwriter laboratory approved or equal. Covering must be in good condition. Plugs and cords must be the same size or larger than appliance wire and not hidden under rugs, trash, paper, clothing, or books, nor near heat sources.
4. Storage of gasoline, other fuels or vehicles containing them is prohibited.

### Fire Drills

Each residence hall must have at least one fire drill per month. These are conducted so that each resident can vacate the building quickly and safely in case of emergency. The drills are planned and supervised by the Housing Office, the Security Office, and the Resident Directors. Anytime that the fire alarm is sounded in a University building every occupant of the building is required to evacuate immediately. The University police will assist with the evacuation to see that the building is totally vacated and no one will be allowed to re-enter prior to the expressed consent of the security officers on duty. Reports are filed with the offices concerned.

### False Alarms

Any person who willfully and maliciously gives or causes to be given, by any means, a false alarm of fire, shall be guilty of a misdemeanor, and upon conviction thereof, shall be fined not less than \$10 nor more than \$500, or imprisoned in the county jail or workhouse for a period of not more than six months or both. [Acts 1963, ch. 80, sec. 1] Disciplinary action by the University may also be expected.

### Loss of Personal Property

To insure the protection of valuables, students are encouraged to lock their doors. The University will take reasonable precautions, but it cannot assume responsibility for the loss of money or articles. It is suggested that each individual take out a personal insurance policy to cover his or her belongings while on campus. These policies can usually be obtained rather inexpensively and frequently can be purchased through the insurance carried by the parents on their household goods. Report all suspected thefts of personal property, no matter how small, to the resident director and the campus Security Office as soon as possible.

### Alcohol and Drugs

The possession or use of alcoholic beverages, other illegal drugs or intoxicants of any kind is prohibited on campus.

### Pets

Only fish tanks no larger than 10 gallons are allowed. Otherwise, no animals are permitted.

### Weapons or Explosives, Fireworks

The possession of firearms, hunting knives, fireworks or other type of weapons or lookalikes and explosives is not allowed in the residence halls or on the University property.

### Keys

Misuse or loss of keys may jeopardize the safety of others and constitutes grounds for disciplinary action. There is a charge for lost keys and other security measures that must be taken due to the loss of such keys.

### Quiet Hours

If a student consistently violates Quiet Hours, he/she will be subject to disciplinary action.

## WUTC

WUTC, FM 88.1, is a 30,000 watt public radio station licensed to The University of Tennessee at Chattanooga. With studios in Cadek Hall, it broadcasts 24 hours a day, 365 days a year, providing musical and informational programming. It is a program service member of National Public Radio.

## University Relations

The Office of University Relations, located at 203 Founders Hall, informs the general public of the University's academic and extracurricular programs. It also assists student groups, academic departments, and the administration in preparing materials for public release.

Two major public relations activities are coordinated by the office's director. The news bureau is responsible for writing feature stories and coordinating coverage of the University by print and electronic media. The UTC news bureau assists all University organizations in publicizing activities open to the community. Requests for newspaper, radio, or television coverage of University events should also be channeled through the news bureau. University Relations is also responsible for some video production for external audiences.

The University catalogs, *UT Chattanooga Today* (alumni quarterly), and other fliers, pamphlets, and publications are prepared by the publications staff. In accordance with Tennessee state law and University policy, all other publications published by University departments, offices or organizations must be reviewed and given a publications number by University Relations. If you have any questions regarding the publication number system, call 425-4363. The University Relations Office is also responsible for coordinating the University's presence on the Internet. Departments and organizations wishing to link from the UTC web site must follow established guidelines for UTC web pages. For more information contact 423-425-4363.

## Alumni Association

The UTC Alumni Office is located in the Patten House at 801 Oak Street. The Office of Alumni Affairs is responsible for the initiation, promotion, execution, and evaluation of a variety of projects which enlist and expand the number of active and contributing alumni at the University.

Programs fall into two categories: those which serve the alumni and those which serve the institution. Types of activities serving the needs of the alumni include reunions; community service; publications; special programming events; and access to the campus library and other facilities. Alumni in return contribute time, talents and financial resources to the institution; lobby on its behalf; help its students in obtaining career experience and aid in recruiting new students.

Alumni cards are available upon graduation and by calling the Alumni Office. These cards provide alumni with many benefits such as discounted UTC merchandise, use of the computer lab and Lupton Library, access to exercise facilities including the pool, racquetball and tennis courts, and special prices to athletic events. Alumni memberships to the ARC are also available for purchase.

The UT Alumni Association is administered through the system office of The University of Tennessee. All UTC graduates are automatically members of the UTAA and are encouraged to attend local chapter meetings which are held throughout the United States. UTAA is administered by a board of governors drawn from all UT campuses. Each campus has a chancellor's representative on the board. Alumni from each campus also serve in elected positions.

The UTC Alumni Board, whose membership is limited to those who have attended the Chattanooga campus, exists to establish a mutually beneficial relationship between the Chattanooga campus and its alumni. The Board structures and sponsors many alumni activities on the Chattanooga campus and maintains its office at 801 Oak Street. The Director of Alumni Affairs for the Chattanooga campus serves as executive vice-president of the board. The Board is composed of five major program councils: Public Relations, Activities, Development, Young Alumni, and Long Range Planning.

The Student Alumni Council is an active campus organization whose activities are coordinated through the Alumni Office. Criteria for selection into this organization include academic performance; leadership ability; loyalty to the University; and ability to work with the community, alumni, fellow students, administration and faculty.

For more information, call the Office of Alumni Affairs at 423/425-4785 or 800/728-4882. You may also go to the website at [www.utcalumni.com](http://www.utcalumni.com).

## Financial Aid

UTC uses a variety of resources to assist students who otherwise might find the costs of a college education prohibitive. Through federal, state, and university financial assistance programs, a student may receive one or more different types of assistance to cover education costs.

There are four types of financial aid for UTC students: scholarships, grants, part-time employment, and loans. These are awarded individually or in combination, depending on the student's financial need.

Financial need is the difference between the student's cost of attendance at the University and the family's Expected Family Contribution (EFC) or the estimated amount the student and student's family can be expected to contribute toward meeting educational expenses. To assist in determining the student's financial need, the University uses the Free Application for Federal Student Aid (FAFSA), which calculates the EFC. Using this calculation, the Financial Aid Office determines the amount and types of aid the student can receive. A student's financial need is then met with the various types of financial aid.

Early application for financial aid is encouraged. Priority dates for financial assistance for the regular academic year (fall and spring) will be on or before April 1 for all students. Priority applicants may anticipate a notice of decision no later than the end of May 1. FAFSA applications, however, will be considered throughout the school year for any available funds. Priority applicants will receive first consideration for all available funds. UTC encourages students to complete the FAFSA online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov).

### Institutional Refund Policy

Any student who submits registration materials will be obligated for a percentage of fees even if he or she does not attend classes unless the Registration Office is notified in writing prior to the first official day of classes that he or she wishes to cancel registration.

Date	Withdrawal		Drop	
	Charge	Refund	Charge	Refund
Prior to 1st day of class	-0-	100%	-0-	100%
1st week	10%	90%	-0-	100%
2nd week	20%	80%	20%	80%
3rd week	40%	60%	40%	60%
4th week	60%	40%	60%	40%
5th week and later	100%	-0-	100%	-0-

Withdrawal--complete withdrawal from all classes.

Drop--courses dropped which do not result in complete withdrawal. For dropped courses, charges are computed prior to the issuance of any refunds. No refund is due for courses which are dropped unless the charge for the remaining courses plus the percentage charge for the courses dropped is less than the maximum semester charge for tuition and maintenance fees.

Fees for drops and withdrawals are due at the time of the transaction or appropriate late fees will be added. Note: Only seven (7) calendar days to drop with no charge. The above dates and charges are subject to change.

### **Refunds of Fees and Adjustments**

Refunds of maintenance, tuition and dorm fees for fall will be done approximately 10 weeks after classes begin. Refunds will be mailed directly to your address on record at UTC. If a student receives any financial aid, refunds will be credited to the appropriate source.

### Return of Title IV Funds

Title IV aid that is considered in this policy includes the following: Federal Pell grants, Federal Supplemental Education Opportunity Grants (FSEOG), TEACH Grant, Federal Stafford Loans (both Subsidized and Unsubsidized), Federal Parent Loans (PLUS), and Federal Perkins Loans.

Federal regulations require each educational university to have a written policy for the refund and/or repayment of federal aid received by students who withdraw during a term for which payment has been received. These policies are effective only if the student completely terminates enrollment (i.e., cancels his/her registration, withdraws, or is dismissed) or stops attending classes (unofficially withdraws) before completing more than 60 percent of the enrollment period.

The amount of Title IV aid that must be returned is determined via the Federal Formula for Return of Title IV funds as specified in Section 484B of the Higher Education Act. This law also specified the order of return of the Title IV funds to the programs from which they were awarded.

The percentage of aid that a student earned is equal to the percentage of the semester completed by the student before his or her withdrawal. If a student attended the first 40 percent of the semester, then he/she would have earned 40 percent of the aid disbursed. This means 60 percent of the aid was unearned, and must be returned by the school and/or student. The responsibility for returning unearned aid is allocated between the University and the student according to the portion of disbursed aid that could have been used to cover University charges and the portion that could have been disbursed directly to the student once University charges were covered.

UTC must return to the Title IV aid programs the lesser of total unearned aid; or institutional charges (tuition, fees, and dorm charges) multiplied by the percentage of unearned aid. The student returns the difference between

the total unearned aid and the amount returned by the institution. Only excess aid that resulted from grant payments (Pell & SEOG) has to be repaid by the student, and then at a rate of 50%.

If more aid was disbursed than was earned, the amount of Title IV aid that must be returned (i.e., that was unearned) is determined by subtracting the earned amount from the amount actually disbursed.

UTC will distribute the unearned aid back to the Title IV programs as specified by law in the following order:

- 1) Unsubsidized Federal Stafford Loan
- 2) Subsidized Federal Stafford Loan
- 3) Federal Perkins Loan
- 4) Federal PLUS Loan
- 5) Federal Pell Grant
- 6) Federal SEOG fund
- 7) Federal TEACH Grant
- 8) Other federal, state, private, or institutional sources of aid

Student will be billed for the amount they owe to the Title IV programs. UTC reserves the right to also bill the student for any return of Title IV refund amount that exceeds the University's published institutional refund policy.

#### General Information

1. All withdrawals should be completed online before the published drop date. All return of Title IV calculations are completed within 45 days of the official withdrawal date and all funds are returned to the appropriate programs.
2. If withdrawing after the published drop date, students must officially withdraw through the Records Office. Failure to officially withdraw will result in the University applying its own administrative procedures for determining the unofficial withdrawal date.
3. Students who plan to return to UTC at any time in the future, should check the Financial Aid Satisfactory Academic Progress policy on the UTC Financial Aid website to see if they will need to appeal to get financial aid reinstated.
4. All questions, concerns, or appeals of return of Title IV decisions should be addressed to: Director of Financial Aid, 615 McCallie Avenue, Chattanooga, TN 37403-2598.

## Graduate Assistantships and Scholarships

A number of assistantships are available for degree-seeking graduate students. These assistantships provide a stipend and a tuition waiver and are awarded on the basis of ability by the students' respective departments. Opportunity Assistantships are available to degree seeking students who are first-time, first generation graduate students. The Opportunity Assistantships may provide a mentor relationship with a professor on a research project. There are also a few assistantships awarded by administrative departments without respect to the student's academic discipline. Additionally, there are graduate scholarships. Many of these are for single course tuition, but others are more specialized. The Thomas E. Geraghty Scholarship Awards provide tuition to graduate students with a non-business undergraduate degree who are enrolled in the Master of Business Administration program. The Civitan Scholarship is available for a graduate student in Special Education. Stanton P. Fjeld Scholarships are for Criminal Justice students with high academic achievements. Channel 3 Scholarships award scholarships to two African-American students in the MBA program who have an interest in the broadcast industry. The Lebovitz Scholarships are reserved for graduate students of Jewish faith, and there are a few general but limited awards. The Dyer Book Scholarship is available to Public Administration students. The Chattanooga Rotary Scholarship is reserved for graduates of Chattanooga City or Hamilton County Public Schools. The Charles Foundation Scholarship provides assistance to education and engineering students. Applications for all of these awards are available on the website at [utc.edu/graduateschool](http://utc.edu/graduateschool) under Money Matters.

## Cooperative Education

Cooperative Education provides students an opportunity to (1) explore career goals while working with skilled and knowledgeable professionals, (2) enhance employment opportunities at graduation by providing career-related work experience, (3) help defray college expenses, and (4) gain college credit (in some departments). Co-op students work with such diverse and innovative companies as Alco Chemical, Decossimo CPA, Evergreen Financial Services, Microsoft, TVA, Dupont, NASA, Shaw Industries, and General Electric and GE Roper Corp, as well as a number of local firms who have developed co-op education programs.

Cooperative Education is an optional educational program that combines a student's academic study and paid major-related work experience. The UTC Office of Cooperative Education offers three basic modes of student participation: (1) alternating Co-op, (2) parallel Co-op, and (3) the internship. The two Co-op plans offer students the opportunity to work multi-semesters. Students choosing the alternating plan alternate semesters of full-time study with semesters of full-time work. The parallel plan allows students to attend classes while working with local employers for up to 25 hours a week. The Co-op office also works with students to help find them full-time or part-time semester paid internships.

To be eligible, students must (1) be enrolled at UTC; (2) have completed freshman course requirements in their major; (3) have a cumulative GPA of 2.50 (2.75 for business majors). After placement, students must maintain a 2.0 GPA and complete all assigned work periods. The program is offered to students in all UTC curricula. For more information, contact the Co-Op Office, 326 University Center, 425-4735 or <http://www.utc.edu/administration/CooperativeEducation/>

## International Education

The University offers a wide range of opportunities for students to explore the world by studying abroad and earning UTC academic credit. Through the University's memberships in the International Student Exchange Program (ISEP) students can study for a semester or a year in over 120 universities throughout the world in a foreign language or in English. UTC also belong to Council on International Educational Exchange that has study centers all over the world. UTC's membership in the Cooperative Center for Study Abroad (CCSA) allows our students the opportunity to study with consortium professors in countries where English is the dominant spoken language: Australia, Belize, England, Ireland, Scotland, Kenya, South Africa and New Zealand. UTC also offers students several exchange opportunities with foreign universities who have signed a bilateral exchange agreement with UTC, including Masaryk University in Brno, Czech Republic; Haifa University in Israel; Lulea University in Sweden; Padagogische Hochschule Ludwigsburg in Germany; Nanjing University in China; Universidad de Alcalá de Henares in Spain, and Nagoya University of Foreign Studies in Japan. Many students have found additional study abroad providers who allow them access to additional countries of programs outside UTC's consortium membership. UTC students have used API, ISA, CEA, AIFS, GES, KEI among others to study in Madagascar, Costa Rica, Italy, Argentina, France, Spain, Jamaica, and many others. Our faculty has also led UTC sponsored trips to France, England, Costa Rica, the Czech Republic, Slovenia, Italy, India, Japan, and Indonesia, to mention only a few. Students interested in studying abroad should contact UTC's Office of International Programs, 326 University Center or email Mr. Hugh Prevost at [hugh-prevost@utc.edu](mailto:hugh-prevost@utc.edu). You may look at exchange opportunities at [www.utc.edu/Academic/National Student Exchange](http://www.utc.edu/Academic/NationalStudentExchange).

## National Student Exchange

UTC students have the opportunity to participate in a new exchange opportunity within the United States and Canada—the National Student Exchange ([www.nse.org](http://www.nse.org)). This program offers UTC students the opportunity to study at 200 other U.S. colleges and universities for a semester or a whole year at minimal, additional cost to what they are paying as a UTC student. Additionally, UTC students remain enrolled at UTC while on the exchange and receive credit for their studies at other colleges and universities. Over 120 UTC students have studied at colleges and universities in almost all of the contiguous 48 states and in Alaska, Hawaii, Puerto Rico, and in Canada through NSE. Last year sixteen UTC students participated in the National Student Exchange. Last year over 2500 students from the US, Canada, and Puerto Rico participated in the National Student Exchange for a variety of reasons: attain new academic diversification, cultural awareness, investigate career opportunities or internships, look at potential graduate or professional schools, live in a new geographical area, take courses not traditionally offered at UTC, acquire language competencies not offered at UTC, and many more. For more information, stop by the Office at 326 University Center or call (423) 425-4735 to set up an appointment with one of the counselors.

## Credit for Practical Training

The Credit for Practical Training (formerly the Individualized Education Program) was begun to assist students who have not completed the requirements for a baccalaureate degree and who wish to enter or return to the University after working for several years. The program is also designed to assist adult students in making the transition back into college and to act as the coordinating agent for the processing of awarding general elective credit for the student's work experience, non-collegiate, in-service training experiences, or professional certification. Since being accepted as an official unit of the University in 1972, the program has awarded more than 1000 students IEP credits from the University's participating departments.

Students interested in pursuing Credit for Practical Training elective credit are encouraged to contact the Office of Cooperative Education (423/425-4735) to make an appointment with their Coordinator to discuss their college plans. During this initial visit, they will be given a detailed explanation of the procedures to follow to complete this process. Students should be aware that not all of the University's colleges, schools, or departments award Credit for Practical Training credit and that the submission of an application does not guarantee the award of elective credit. Each application will be reviewed by the faculty of the petitioned department and credit awarded on the individual merit of the application.

A fee based on the current charge for each hour of CPTP credit awarded and a \$50.00 application fee will be charged upon award.

## Office for Students With Disabilities

The Office for Students with Disabilities (OSD) is committed to providing equal access to all facilities, programs and services of UTC. OSD reviews each student's documentation under the guidelines of the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act Amendments Act of 2008. ADA mandates that accommodations and adjustments be made in programs and activities in order to provide equal access to qualified persons with disabilities. OSD examines the documentation of each student's disability claim to avoid discriminations and to protect the civil rights of the student. Individual determination of appropriate and reasonable accommodations is made specific to the functional limitations of the disability. The Director of Equity & Diversity, Dr. Bryan Samuel, holds the responsibility of ensuring University compliance with ADA. For more information please come by the OSD office located at 102 Frist Hall or call (423) 425-4006.

## The O.D. McKee Center for Dyslexic Studies

This endowed Center offers textbook readings in exceptional learning to assist dyslexic students, as well as other interested scholars, to gain a greater understanding of learning differences. Housed in Frist Hall, the Center is located in the Office for Students with Disabilities (OSD). If you need assistance please visit the OSD staff in 102 Frist Hall or call 423-425-4006.

## Children's Center

The Children's Center is an early childhood education program that serves as a learning lab for the College of Education and Applied Professional Studies. The center accepts children ages six weeks through prekindergarten and gives priority for enrollment to UTC faculty, staff and students. Battle Academy for Teaching and Learning at Main and Market Streets and Brown Academy for Classical Studies at Eighth and Baldwin Streets provide space for a Children's Center component at each site. Hours of operation are 7:30 a.m. to 5:30 p.m., Monday - Friday.

The Children's Center is accredited by the National Association for the Education of Young Children. The prekindergarten program is approved by the Tennessee Department of Education. For information and a waiting list application, call 209-5735 (Battle) or 209-5740 (Brown).

## Student Employment

### Federal Work-Study

Federal Work-Study is awarded on a first come first served basis to undergraduate students with financial need. Students must complete the Free Application for Federal Student Aid (FAFSA), be admitted to and in regular attendance at the University, have a complete financial aid file and be in good standing for financial aid to work under the Federal Work-Study program. Students must accept their work study award online within 30 days of the award to be eligible for placement. Eligible students work 10 to 20 hours a week. Unlike other federal financial aid, Federal Work Study funds are not posted to student accounts as a credit. Instead, these funds are paid bi-weekly to help the student with living expenses. Students awarded Federal Work Study will need to pay outstanding fee balances by other means. Placement for Federal Work Study starts on the first day of classes and continues through the first week of classes - Fall and Spring semesters. Students awarded in this program choose the job in which they are interested and must interview for the position and sign a contract with the hiring department. Contracts are issued at Placement. Students awarded Federal Work-Study will receive detailed instructions about the Placement process in July preceding Fall classes and in December preceding Spring classes via their UTC email account. Federal Work Study funds are expended quickly, therefore, a Wait List is kept of students not initially awarded but still interested in the program. If work study is not a part of your award package and you are interested in being a part of the program, contact the Financial Aid Office at 423-425-4677 and request that you be added to the Federal Work Study Wait List. Although awards from the list are dependent on funds becoming available and eligibility, several students each year are normally awarded from it. The list is kept in order of the date of the completed Financial Aid File.

### Job Location & Development Program

Part-time employment is also available in the Chattanooga area through the Job Location and Development Program. To be eligible for this part-time employment, the student must meet the requirements established by the employing agency. Financial need is not a factor. Students should regularly check the Employment Bulletin Board outside the Financial Aid Office to find out what is available and how they should apply.

### Academic Service Scholarship Program

Students on this scholarship program receive a \$2100 per semester scholarship (\$4200 per year); in return they must provide 100 hours of service to the university per semester. Your service position is chosen through the same group of approved positions as Federal Work-Study, but you receive your funds up-front and only work 100 hours per semester. Your GPA coming into UTC must be a minimum 3.0 and you must have a record of service to your school and/or your community. Your application

is a letter of interest to the Director of Scholarships along with your resume or vita outlining your previous service commitments and three letters of reference. All applications are due by May 1 of each year. Recipients are chosen in June before school starts in August, and are notified by the Director of Scholarships. The IRS considers the Academic Service Scholarship to be taxable income. In January you will receive an IRS Form W-2 which should be filed with your income tax return.

### Institutional Employment

Departments also hire students through their departmental budget. Students seeking employment on campus should check with the departments in which they would like to work. Some departments historically hire a larger number of students including the Library, University Center, Bookstore, and Parking Services. Departments are not required to post their jobs, but both Financial Aid and Student Placement will post campus positions as they are notified of need. In addition, UTC maintains an active **Cooperative Education Program**. If you are interested in this program where, historically, you work a job in your major one semester and attend UTC classes one semester, contact the **Cooperative Education Program** directly at 423-425-4735.

### Peer Counseling Program

The Peer Counseling Program is sponsored by the Tennessee Student Assistance Corporation (TSAC) and administered by the UTC Financial Aid Office. The purpose of each Peer Counselor is to assist the senior guidance counselor(s) at public high schools in helping students understand the financial aid process and complete financial aid applications. Current UTC students may apply beginning in late October of each year for the following spring semester. Applications will be available on our website and in the Financial Aid Office. Approximately 15-20 students are selected each year following an application and interview process

## ID/Mocs Card

The University provides each student with an official University ID card, the Mocs Card. This card can be used for the following purposes.

- Admission to athletic events
- Secure door access validation
- Checking out books, laptops, etc. from Lupton Library
- Obtaining special rates and privileges at many University functions
- Indication of an individual's rights to use University facilities

Also the Mocs Card can be used as a debit card at the following locations:

- Food Services including Food Court at the UC, Crossroads Dining, C-Stores, and Java City, Boling Mini-Mart
- Counseling & Career Planning
- Computer Labs - Go Print Stations
- Graphic Services/Mailroom
- Bookstore
- ARC - Guest Fees
- Parking Services
- Select copy and vending machine locations

A student's account can be managed online through ManageMyID by registering at [www.utc.edu/mocscard](http://www.utc.edu/mocscard). Money can be added to your card by depositing cash into the Value Port machines located in the UC and the first floor of the Library. Also, deposits can be made in the form of cash or check in the UTC Bursar's Office, 274 University Center.

The Mocs Card Office is located in the University Center, Room 141, ground floor, next to the game room. The phone number is (423)425-2218 or (423)425-4109, or fax at (423)425-2281. A student's initial Mocs Card is intended to last throughout a student's entire stay at UTC. Lost or stolen cards should be reported immediately through ManageMyID. **UTC is not liable for any loss of funds due to misuse or theft of a student's Mocs Card.** Replacement cards (lost, broken, or damaged) are made at the Mocs Card Office for a cost of \$15 to be paid at the Bursar's Office. Once a replacement card is made, previous cards cannot be reactivated under any circumstances. No fee is charged for the initial card or for the initial use of the debit card system. Replacement of a card due to a change in cardholder status or name is free; however, the old card must be presented in exchange. The filing of a police report does not waive the replacement fee of a stolen card.

Refunds cannot be given on any meal membership (board meals, Mocs Bucks) or meal assessment (club funds). Money deposited in book points or campus points may be refunded to students upon graduation, in accordance

with University policy. At the time of account closure, a \$15 service fee and any other debts due to the University will be deducted from the balance. The University does not process refund checks for under \$3; therefore, no refunds will be given for balances of \$18 or less. A completed Account Closure Request Form must be submitted to the Mocs Card Office for processing. See Mocs Card brochure for more detailed information. Visit [www.utc.edu/mocscard](http://www.utc.edu/mocscard).

## Safety and Security

The University of Tennessee at Chattanooga Police Department supports the mission of the University by promoting a safe and secure higher education environment while providing proactive police and customer-related services aimed at reducing crime and disorder. Services provided full time (24/7/365) inside the University Community include:

- Police Services including emergency response, preventative patrol, and investigations
- Security Services including physical security, fire prevention, and access control
- Crime Prevention Services including personal protection training, community awareness, and target hardening

The University of Tennessee at Chattanooga Police Department is located at 400 Palmetto Street. Emergency Service Procedure: If an emergency occurs, call the UTC Police Department by dialing 911 or 425-4357 (HELP). Please familiarize yourself with the location of the Blue Emergency phones, which are located near buildings, intersections, and in every parking lot; these directly connect to the UTCPD dispatch. We encourage each member of the community to program 425-4357 in their cell phone as UTCPD. We also recommend that each member of the community program an "In Case of Emergency" or ICE number into their telephone. Off campus disciplinary issues and/or criminal misconduct involving recognized student groups are monitored, recorded, and referred to the Dean of Students for appropriate action. For additional details and information regarding all services offered by the University Police Department please visit our website: [www.utcpolice.org](http://www.utcpolice.org).

## Traffic/Parking Regulations

### Introduction

1. The purpose of these regulations is to facilitate the safe and orderly operation of University business and to provide parking facilities for this operation within the limits of the available space.
2. Parking Services is responsible for implementation and enforcement of these regulations.
3. Any person operating a motor vehicle on the University campus is required to obey these regulations as a condition to parking or operating the vehicle on campus.
4. The responsibility for locating legal parking space rests with the operator of the motor vehicle. Lack of space will not be considered a valid excuse for violating any parking regulation.
5. The University shall have no responsibility for loss or damage to any vehicle or its contents operated on The University of Tennessee at Chattanooga campus or on lots leased by The University of Tennessee at Chattanooga.

### Registration of Vehicles

1. All motor vehicles, including motorcycles, parked on UTC property between 7:00 A.M. and 5:00 P.M. on lots leased by UTC must have current UTC decals and be registered with the University.
2. Decals will be sold in the Bursar's Office or in Parking Services.
3. The decal must be hung on the rear view mirror of the vehicle. If using stick-on decal, it must be displayed on the driver's side of the windshield of the vehicle.
4. Expired decals should be removed so that only the current decal is displayed.

## II. Student Development & University Services

5. Decals must be renewed each Fall semester.
  - a. General Parking: Decals must be renewed at the beginning of each Fall Semester so long as the registrant remains a student or a University employee. The vehicle may be parked in any general (yellow) lot. Cost is \$108.00 per year.
  - b. Reserved Parking: Decals must be renewed at the beginning of each fall semester and will be valid until the expiration of the decal so long as the registrant remains a member of the University community and elects to keep the reserved space. If registrant cancels the reserved space before the expiration of the decal, the decal must be surrendered. Reserved Parking allows exclusive use of a designated parking lot between 7:00 A.M. and 5:00 P.M., Monday through Friday. Cost is \$94.00 per semester or \$252.00 for the entire year; there is a reduced rate of \$64.00 for the summer. Lots are marked by blue colored signs.
  - c. With reserved decal, the user may park in his or her designated reserved lot, as well as any general lot.
6. The person to whom a vehicle is registered is responsible for the vehicle and all violation citations issued thereto. If the person operating the vehicle is other than the registrant when a violation is committed, both the operator and the registrant may be cited.
7. The parking clerk will issue special decals to qualified handicapped persons.
7. All accidents must be reported to the University Police immediately (425-4357). All vehicle break-ins or incidents should be reported immediately.

### Violations

The following examples constitute violations of these regulations:

1. Parking Permits
  - a. No current decal (parking permit).
  - b. Current decal not visible in vehicle (not affixed to vehicle).
  - c. Unauthorized possession of decal.
  - d. Falsification of decal registration information.
  - e. Illegal use, reproduction or alteration of decal and/or parking permit.
  - f. Tampering with wheel-lock.
2. Parking Violations/Overtime Metered Space
  - a. In no-parking or loading zones or unmarked spaces.
  - b. Overtime parking in metered space. (Even vehicles with UTC decals must pay when parking in metered areas.)
  - c. In unauthorized area.
  - d. Tampering with wheel-lock.
3. Moving
  - a. Exceeding posted speed limit.
  - b. Excessive speed for existing conditions.
  - c. Failure to obey traffic control signal or sign.
  - d. Failure to obey police officer.
  - e. Operating vehicle without valid operator's license.
  - f. Driving off roadway or street.
  - g. Reckless driving and/or racing.
  - h. Failure to yield right-of-way at pedestrian crossing.
  - i. Leaving scene of accident by participant.
  - j. Failure to signal turn or stop.
  - k. Wrong way on one-way street.
  - l. Following too closely.
  - m. Operating mechanically unsafe vehicle.
  - n. Driving while under the influence of alcohol and/or narcotics.
  - o. Operating vehicle causing loud or unnecessary noise, such as loud mufflers, horns, P.A. systems, etc.
4. Motorcycle Parking
  - a. All cycles must have parking decals.
  - b. No motorcycle may be driven within the confines of a housing perimeter. They must be walked.
  - c. Motorcycles are to traverse hard surface areas only, not grass areas.
  - d. All motorcycles are to be parked on hard surfaces, not on the grass or soil.
  - e. All motorcycles are not to block stairways, sidewalks, or pedestrian access.
  - f. Motorcycles should not be the occasion for clutter and debris on the property.
5. Impounded Vehicle/Towed Vehicle
  - a. The University may tow without advance notice those vehicles parked in a fire lane, designated handicapped parking space, spaces reserved for designated vehicles or in such a manner as to impede the flow of traffic or disrupt the orderly affairs of the University.
  - b. If a vehicle has unpaid parking citations the University may impound/tow the vehicle, if advance notice and opportunity to contest have been given. Windshield notices and/or other methods of notification will be used to provide the operator of the vehicle with advance notice of our intent to tow and the operator's right to a hearing.
6. Fire Lane or Obstruction
  - a. Blocking or obstructing traffic, street, sidewalk, driveway, fire hydrant, building entrance or exit, another vehicle or fire lane.

### Parking Decals

Renewal of reserved decals will be scheduled during March at the Bursar's Office, Parking Services or online at UTC website. Renewal will only be made in the same lot held during the Spring term. **PAYMENT MUST BE MADE AT THE RENEWAL DATE.**

Beginning April, remaining reserved spaces may be purchased at the Bursar's Office, Parking Services or online at UTC's website. **PAYMENT MUST BE MADE AT THAT TIME.**

### Replacement of Decals

1. A new decal will be issued at no cost for a newly acquired vehicle which replaces a currently registered vehicle upon presentation of the original decal to the cashier at the Bursar's Office or Parking Services.
2. If it is necessary for you to drive a car other than your registered vehicle, the transferable decal must be placed on the rear view mirror of the replacement vehicle.
3. Lost or stolen decal will be replaced for \$2.00 upon proof of loss. Only one replacement decal may be obtained at the \$2.00 charge during the academic year. If additional replacement decals are required during the academic year, the charge will be the current decal price.

### Refund Policy

Refunds will be ordered upon receipt of decal and proof of ownership in the Bursar's Office or Parking Services. The amount of refund will depend upon date decal is cancelled.

### Vehicle Operation

1. All persons operating a vehicle on University property or in the campus area, which includes city streets running through University property, must be properly licensed operators.
2. Pedestrians have the right-of-way at established pedestrian crossings, except where regulated by traffic control lights or police officers.
3. Under normal conditions the maximum speed limit on campus streets is 15 mph and 30 mph on the city streets. However, vehicles may not be operated at any speed which is excessive for the conditions which may exist as a result of weather, traffic congestion, pedestrians, etc.
4. Traffic control signs, devices, and directions of police officers must be obeyed.
5. All persons operating vehicles are responsible for maintaining control of the vehicle, safe operation, and observation of traffic control signs, barriers and devices.
6. Operating a motor vehicle in any area other than a street or roadway intended for motor vehicles is prohibited.

**Enforcement**

1. University violation citations must be answered at Parking Services within 72 hours (excluding Saturday, Sunday and Holidays) after issuance, except that staff citations may be answered within 72 hours by mail or in person to Parking Services.
2. City citations must be answered as indicated on the citation.
3. A vehicle parked in a manner which blocks a fire zone, emergency exit, flow of traffic, designated handicapped parking space, spaces reserved for designated vehicles, or otherwise poses a danger or disrupts the orderly affairs of the University may be impounded, immobilized, or towed.
  - a. The owner of the above vehicle will be afforded a hearing by a University official prior to the assessment of any tow charges, fines, or penalties.
  - b. If penalties are assessed after such hearing, impounded or immobilized vehicles will be released upon proper identification and receipt for payment of all appropriate fees and penalties (see below).
4. A vehicle which has accumulated \$50.00 or more in traffic citations may be impounded or immobilized or towed if the owner of such vehicle has received advance notice and the opportunity to contest has been given. Windshield notices and/or methods of notification will be used to provide the operator of the vehicle with advance notice of intent to tow and the operator's right to a hearing. In the event the owner does not request a hearing or prevail at the hearing, his vehicle will be towed, wheel-locked or impounded whenever it is next found upon the University property whether parked legally or illegally.

**Penalties**

1. Violation Fees—Staff, Students and Visitors. All violation fees will be paid at the Bursar's Office, Parking Services or online.
 

a. No parking permit	\$20.00
b. Other parking violations	20.00
c. Overtime on meter	8.00
d. Moving violations	20.00
e. Immobilized vehicle--\$20.00 plus any other fees owed to the University	
f. Impounded vehicle/towed vehicle--amount of fine plus cost	
g. Handicap Space	200.00
h. Fire Lane/obstruction	40.00
2. Penalties
  - a. Students who fail to pay violation fees or penalties will not be permitted to register for course work, to continue as a student, to receive credit, to receive a degree, or to obtain a transcript until the fees or penalties are paid.
  - b. A staff member who persists in violating these regulations or fails to answer a citation will be reported to his or her department head and/or penalties may be collected through payroll deduction as specified by University personnel policies.
  - c. Repeated violation of parking regulations will be grounds for towing away, impoundment or immobilization in accordance with regulations under enforcement.
  - d. Students who persist in violating these regulations or commit a single violation under extreme circumstances will be referred to the Vice Chancellor for Student Development's office for disciplinary action which may lead to suspension or dismissal from the University.
  - e. Once an automobile owner has accumulated \$50.00 of unpaid fines, his or her car if found parked on University property or lots leased by the University will be wheel-locked or towed in accordance with regulations under Enforcement.

**Appeals**

1. The Student Conduct board will handle all student appeals.
2. Students may appeal a violation citation within 10 class days of issuance by making application for appeal when answering the citation through forms furnished by Parking Services.
3. Students may request that their appeal be heard by the Student Conduct Board without their being present at the board's meeting. Failure to appear without advance notice will result in the case being considered in the student's absence and the decision of the board will be binding.
4. Staff and visitors appeal a violation citation through appropriate administrative channels.
5. No appeals may be made through the Safety and Security Office.
6. Anyone failing to appeal within 10 class days of issuance of citation loses the right to appeal.

**Restrictions**

University streets or grounds may not be used by any firm, corporation or person for advertising or commercial purposes.

**Special Occasions and Emergencies**

On special occasions (for example: athletic events, concerts, graduation exercises, etc.) and in emergencies, parking and traffic limitations may be imposed by the Safety and Security Department as required by the conditions which prevail.

**Pedestrian Regulations**

Students and staff members must not endanger their safety or constitute an unreasonable impediment to lawful vehicular traffic by crossing streets at other than authorized lanes or willfully walking or congregating in the streets.

All personnel are expected to avoid walking across lawns or against traffic signs.

Violations of these regulations will be cited through appropriate channels for disciplinary action.

## Campus Visitors & University Identification

The following regulations have been established by the University to implement the Board of Trustees' resolution of June 18, 1970, which reserved campus facilities for use by students, faculty, guests, and invitees:

1. Students, faculty, and staff should have their University identification with them when they are on campus.
2. The person in charge of each campus facility is required to check the identification of persons using the facility whenever necessary to insure implementation of the policy. Non-University personnel who are not bona fide guests will be asked to leave the campus. Failure to comply with the request to leave will constitute trespass as defined by law.
3. Guests using a facility must be accompanied by their University host and must be registered by the host with the person in charge of the facility. In unusual cases, the administrative official in charge of a facility may serve as the University host of persons using the facility. Guests will be issued a guest identification card which they must have with them when they are on campus. This card is normally issued on a one-day basis.
  4. Persons who are so frequently guests on campus as to reasonably be considered as using the facilities excessively may be limited in use of a facility by the person in charge.
5. Campus services facilities (bookstore, snack bar, cafeteria, recreation room, etc.) are intended for use by University personnel and their bona fide, occasional guests. Attendants in charge of these facilities may check the identification of persons making purchases in the facility.

## Use of Recreation Facilities

Please visit our website for up to date information on programs, special events and building hours. [www.utc.edu/CampusRecreation](http://www.utc.edu/CampusRecreation)

The Recreation Centers (The Aquatic and Recreation Center, The Maclellan Gym and Pool, Desalles-Harrison Racquet Center, outdoor tennis courts and the intramurals fields) is for the use of UTC students and other authorized members of the University community (faculty, staff, spouses, dependents, and invited guests). A valid UTC Mocs Card is required in order to enter these facilities during operating hours. Although such a policy may appear to be an inconvenience to you, it actually serves the purpose of protecting your interests and rights as an authorized user. Your cooperation in presenting proper identification is expected at all times.

Students, faculty, staff, and cardholders who forget their UTC Mocs Card will not be admitted into the facility.

Please help maintain a secure environment by using your personal UTC Mocs Card upon arrival to gain entrance, watching your valuables carefully, and notifying the staff if you see something out of the ordinary.

The Campus Recreation Department is not responsible for lost or stolen items.

**\*The groups of individuals listed below must have the following to enter these Facilities:**

- Students – valid UTC Mocs Card
- Faculty and staff – valid UTC Mocs Card
- Spouses/dependents – who present current authorized cards  
(distributed through UTC Personnel Office)
- Alumni - valid UTC Mocs Card (alumni version)
- Guests - All guests must enter with a current student, faculty or staff.

Guest fees may be applicable. There is a limit of one guest per sponsor. Guests must be accompanied by their sponsor at all times. Guests must register at the service desk prior to using any facility. No one under 16 years of age may be in any recreation area except the pool.

### Participants' Code of Conduct

Participation in recreation centers and Campus Recreation programs is a privilege. All participants in ARC programs or who utilize The ARC facility agree to adhere to the following Code of Conduct:

Participants' expectations:

- Treat the staff and facilities with respect.
- Act with character and courtesy while respecting the rights, welfare and dignity of all participants and staff.
- Adhere to the rules & policies set forth by Campus Recreation staff and the University.
- Act in a safe, responsible manner regarding yourself and others.

All users are expected to adhere to the policies and procedures as well as UTC rules and regulations. Lack of cooperation in adhering to the rules governing the center and its programmed activities will result in administrative action and possible disciplinary action, including removal from the center and or cancellation of use privileges.

### The Following Groups Have Priority for Use of All Recreational Facilities:

1. Scheduled academic classes.
2. Scheduled Campus Recreation events.
3. Scheduled intercollegiate activities and practices.
4. Scheduled UTC Continuing Education classes.
5. Approved UTC events.

### Sports Clubs

The University sponsors clubs in various recreational activities under the direction of the Campus Recreation Department. These sports clubs must be registered as a student organization. In addition, they must meet criteria set forth in the student handbook as well as criteria established by the Campus Recreation Department.

# Computers and Technology Resources

## MocsNet Accounts

All students are provided a UTC MocsNet account for access to email, the Internet, online class resources, and student self service for registration, billing and grades, library databases and more. By logging onto the UTC website at [www.utc.edu](http://www.utc.edu), you are able to register for classes, review grades and reports of academic progress, financial aid information. Your UTCID (username) should be printed on your MOCS identification card. If you don't know your password, go to MocsNet and click on "Forgot Password."

## Acceptable Use Practices

Use of UTC's network and computing facilities must be in accordance with the Acceptable Use Practices found at [www.utc.edu/trc/aup](http://www.utc.edu/trc/aup). In keeping with this policy, any computer or networked device which creates excessive traffic or otherwise interferes with the operation of the network may lose access until the problem is corrected. The most common reasons for violations are peer-to-peer file sharing (typically music or movies) and infected computers attempting to propagate viruses or spam.

## Email

The UTC email account is an official means of communication between the University and its students. You are expected to check your email account regularly for University communications. Students may use the UTC account for personal communication at their discretion.

## Internet Access

High-speed Internet access is provided in all buildings, including residence halls. Wireless Internet is available in the Library, the University Center and several hot spot locations around campus (see [itd.utc.edu/wireless](http://itd.utc.edu/wireless) for a complete list). To access the Internet from residence halls, students must have an approved antivirus installed and keep the computer's operating system current with the latest security updates. Students using the network are not allowed to use peer-to-peer programs that capture packets, do port scanning or any other programs that spread malicious code as outlined in the Acceptable Use Practices.

## Online Class Resources

UTCOnline (Blackboard) is a web-based course management system that allows faculty and students to access course materials and content. Faculty may use the system to deliver handouts, conduct online discussions, give tests, post grades and as a way for students to turn in papers electronically. Students may contact their fellow students, work in groups on projects and email their instructors. For access, use your UTCID and password to log onto [utconline.utc.edu](http://utconline.utc.edu). Ask your professor for specifics about the use of the system for particular classes. Help is available on the website or you may call the IT Help Desk at 425-4000.

## Computer Labs

In addition to over 80 departmental computer labs, a large general purpose lab is located at 124 University Center near the west entrance (across from Maclellan Gym). Student assistants are on duty to answer questions and assist with the equipment. Call 425-4492 or see [www.utc.edu/stc](http://www.utc.edu/stc) for more information.

## Computer Lab Hours

Monday - Thursday	7:00 a.m. - 12:00 a.m.
Friday	7:00 a.m. - 5:00 p.m.
Saturday	Closed
Sunday	1:00 p.m. - 10:00 p.m.

Note: Hours, when classes are not in session and during the summer, will be posted on lab website at [www.utc.edu/stc](http://www.utc.edu/stc).

## IT Help Desk

The IT Help Desk is open Monday - Friday from 8:00 a.m. to 5:00 p.m. for assistance with computer and network problems. Please see [itd.utc.edu](http://itd.utc.edu) or call 425-4000. From any on-campus phone to any other campus phone you need to only call the last four digits (i.e., 4000 for the Help Desk).

## UTC BOOKSTORE

Barnes & Noble College Bookstores  
in the UNIVERSITY CENTER

We are your campus bookstore! We are a full service bookstore with a focus on fast and friendly service for the entire UTC family!

Need something for class? The bookstore is your number one stop for textbook rentals, new and used textbooks, course packages, reference materials and required supplies that you need for your classes. You save OVER 50% compared to new textbooks! Just look for the books with the RENT ME! sticker in-store or view a full list of rentable titles online at [www.shopmocs.com](http://www.shopmocs.com). At the end of each semester students are able to participate in our Buyback program where we will give you cash (up to 50% of the retail price) for your textbooks!

Are you a Mocs Fan? The bookstore is a great place to pickup sweatshirts, t-shirts, sweatpants and emblematic items. You'll be able to find something special for any fan on your shopping list.

Ready to Relax? The bookstore is a great place to pick up that leisure book you've always wanted to read. With best sellers, classics and magazines we've got you covered. Enjoy snacks, Starbucks coffee and hot chocolate for any occasion. Graduating? The Bookstore carries the official UTC graduation regalia. Get your invitations, cap, gown and class rings at great prices and in one place! And during each semester we have a Grad Fair where different departments on campus as well as Balfour participate.

Know what you need? With registration integration view current book information including: author, title, edition, ISBN and new and used prices while you register for your classes each semester. You can even order your books for the upcoming semester giving you the best choice of USED books and rental options.

Shop online at [shopmocs.com](http://shopmocs.com) 24/7! The bookstore accepts MasterCard, Visa, American Express, Discover Card, Barnes & Noble Gift Cards and UTC Mocs Cards. For more information, please contact the bookstore at (423) 425-4107 or email [books@utc.edu](mailto:books@utc.edu).

**UTC Bookstore - 651A E. 5th Street - Chattanooga, TN 37403 - (423) 425- 4107 - FAX (423) 425-4091**

**[www.utc.bkstore.com](http://www.utc.bkstore.com)      Email: [books@utc.edu](mailto:books@utc.edu)**

**Like us on Facebook: [Facebook.com/theUTCBookstore](https://www.facebook.com/theUTCBookstore)**

## UTC DINING SERVICES

Dining is such an important part of the overall University experience. The dining room is where you make friends and memories. At UTC dining, we continuously strive to offer the highest quality, most nutritious and convenient dining services available.

The Mocs Card is the most convenient way to purchase food on campus; it can be used at the University Center Food Court, Campus Crossroads, Java City or at our convenience stores.

All individuals living in UTC housing are required to participate in a dining membership plan during fall and spring semesters. The dining membership may be used to make purchases at any of the dining locations.

UTC Catering Services offers complete catering services for anyone on campus, including staff, faculty, students, and administrators. Our Catering Department can develop a menu to meet any occasion.

**UTC Dining Services - 615 McCallie Avenue - Chattanooga, TN 37403**

**Office: (423) 425-4200 - Fax: (423) 425-4070 - Catering: (423) 425-4471 - Director (423) 425-5265**