

# **The University of Tennessee at Chattanooga**

Parent and Family Association (PFA)

PFA Calendar and Handbook

2020-2021

## **The Office of Student and Family Engagement**

The Office of Student and Family Engagement promotes campus involvement as an integral part of the university experience through inclusive opportunities that contribute to the vibrancy of campus life. We connect, enhance and support the experience of students, parents and guardians while at the University of Tennessee at Chattanooga.

Our office includes the following units and programs:

- Fraternity & Sorority Life
- Homecoming
- Registered Student Organizations
- Student Media
- UTC Parent & Family Association
- Welcome Week

Phone Number: (423) 425-2321

Website: [utc.edu/student-engagement](http://utc.edu/student-engagement)

Address: Dept. 1951, 615 McCallie Avenue, Chattanooga, TN 37403

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## **Welcome from Dr. Yancy Freeman**

**Dear Parents,**

Welcome to The University of Tennessee at Chattanooga! On behalf of the faculty and staff at UTC, we are honored that your student has chosen UTC for their college career. We recognize the important role parents play in the success of their child's college experience. An engaged parent makes for an engaged student. We created the UTC Parent and Family Association to be an informative and supportive resource during your student's education.

Our staff of educators and professional staff are dedicated to providing our students with many opportunities both inside and outside of the classroom. At UTC, your student will be welcomed into a campus community that supports academic success, professional development and personal wellbeing.

I hope that the year will provide an outstanding educational experience for your student and that you enjoy familiarizing yourself with the many opportunities available at UTC.

**Sincerely,**

**Dr. Yancy Freeman**

**Vice Chancellor of Enrollment Management and Student Affairs**

## **Welcome from Hannah Turcotte**

### **UTC Family Members,**

I am excited to welcome you to the UTC Parent and Family Association and to have you as partners in your student's journey at UTC! I value the role that each of you plays, and it is my goal to provide you with the resources you need to assist and support your student.

This calendar and handbook is designed with you in mind. Our team has identified topics and themes you and your student will find relevant and timely during the month of focus. We also hope you will utilize the discussion questions provided to guide meaningful conversations with your student to keep them on track toward a successful year!

The UTC Parent and Family Association is a one-stop shop for all your questions and concerns. If things come up and you are not sure who to call, we are here to answer your questions or connect you to the right place. I am thrilled your student has chosen UTC as their home away from home, and I look forward to the opportunity to connect with you and your family throughout the year!

**Best Wishes,**  
**Hannah Turcotte**  
**Coordinator for Student and Family Engagement**

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## **July**

### **Preparing for College**

Though your college student doesn't start classes until next month, now is the time to talk about the importance of planning for success. Your student doesn't have to do college alone at UTC. Encourage them to familiarize themselves with the campus offices and services dedicated to student success. We've included information on many of those offices in this calendar.

Your student's professors are a resource. They not only help your student in the classroom but can link them with internships, research opportunities and study abroad experiences. Remind your student to get to know their professors. Many hold office hours where students can visit and get one-on-one mentoring.

### **Conversation Starters**

(These talk bubbles are questions to get the conversation started with your student.)

- What do you hope to accomplish this school year?
- What are you most looking forward to this semester?
- What final things do you need to do to prepare for the fall?

## **Dates**

- July 3: University Closed to Observe Independence Day, No Classes
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## **August**

### **Welcome to UTC**

The day your family has been planning for is finally here! August is a big month as students move into their residence halls and start the first day of classes. You and your student are experiencing a lot of change, so communication is key!

Before your student leaves for a new school year, make sure to have discussions about expectations around money, communication and more. Have they made a budget for their living expenses? How often would you like them to call home?

If your student is moving into an on-campus residence hall, learn more about move-in day at [utc.edu/housing](http://utc.edu/housing).

### **Conversation Starters**

- How often would you like for me to check in with you?
- Have you made a budget for this semester?
- How can I help you adjust to this new environment?

## **Dates**

- August 6: Deadline to pay Fall 2020 fees before cancellation
  - August 10: Operation Move-in
  - August 11: Operation Move-in
  - August 12: Operation Move-in
  - August 13: Operation Move-in
  - August 14: Operation Move-in
  - August 16: Welcome Week begins, Last day to withdraw before fee obligation
  - August 17: Classes begin, Late fee begins
  - August 30: Last day to drop before a W
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## **September**

### **Getting Involved**

College is more than just a classroom. It is also about engaging in campus life to build connections with others and a love for the University. UTC has over 100 student organizations.

If your student hasn't joined an organization or attended an event, point them to MocSync, UTC's online portal for campus involvement, at [mocsyncorgs.utc.edu](http://mocsyncorgs.utc.edu). Students can view the events calendar, browse the organization directory and find information on how to start their own organization!

This year, Homecoming is in October and is a great way to get involved. Free events, tailgating, pep rallies and a UTC Football game are just a few of the opportunities your student can enjoy while showing their Mocs pride. Your student can learn more at [utc.edu/homecoming](http://utc.edu/homecoming).

### **Conversation Starters**

- What did you enjoy most about an event or program you attended this semester?
- How are things going with your roommate(s)?
- Have you thought about joining a student organization?

### **Dates**

- UTC vs. North Alabama Football
  - UTC vs. VMI Football
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## **October**

### **Money Smarts**

During their time at UTC, your student is transitioning into adult life and that includes managing their own money. Talk to your student about budgeting, saving, using credit cards and more. Encourage them to be honest and ask questions. If they're looking for help on campus, have them check out the student financial literacy program that offers events, workshops, guest lectures and one-on-one financial coaching at [utc.edu/financial-wellness](http://utc.edu/financial-wellness).

To qualify for financial aid, your student needs to fill out the Free Application for Federal Student Aid (FAFSA) every year. Information in the FAFSA helps the University determine your student's eligibility for grants, scholarships, loans and work-study. The FAFSA opens on October 1 and filing early improves your student's chances of qualifying for the most aid. Learn more at [utc.edu/financial-aid](http://utc.edu/financial-aid).

### **Conversation Starters**

- Have you been tracking your spending and sticking to a budget?
- What questions do you have about money?
- Do you need help filling out the FAFSA?

### **Dates**

- October 1: FAFSA available online
- October 10: UTC vs. Wofford Football

- October 15: Deadline to submit graduation application for May 2021
  - October 17: Homecoming begins
  - October 24: UTC vs. Mercer Homecoming Football
  - October 26: Last day for official withdraw with a W
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## **November**

### **Finals Prep**

This is a busy month for college students as the semester winds down and final exams approach. This time can be stressful, so don't be surprised if you hear from your student less or they experience a wide variety of emotions during the last few weeks of class. No matter what, you'll always be their family, and they rely on you for support and guidance.

Your student will be doing a lot of studying this month. Developing and using good study habits will be key to their success. Making and sticking to a schedule, minimizing distractions, utilizing study guides and groups are tools your student can use to prepare for finals. If your student needs extra help, encourage them to visit the library, schedule an appointment at the writing center and/or sign up for tutoring.

### **Conversation Starters**

- Have you reached out to your classmates, professors or an academic tutor?
- Is there anything you would change about your study habits?
- How has preparing for finals going for you?

### **Dates**

- November 21: Last day of classes for fall semester, UTC vs. Samford Football
  - November 23: Thanksgiving holiday begins, No classes
  - November 30: Reading Day
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## **December**

### **Rest and Reflection**

Congratulations! Your student has made it through fall semester! Take some time to celebrate this accomplishment. Your student has been working hard these past few months. After they take some much-deserved time off, gently encourage them to think about what worked and what didn't work for them last semester. This is a great time to set some new goals!

Help your student reflect on their time at UTC. Have them think about the whole picture—their academic, personal and professional life. Did they do well in their classes? Make the time for friends? Take on challenges at their job or internship?

The new year brings a new set of challenges, and with one semester under your student's belt, they will be more equipped to tackle anything that comes their way.

### **Conversation Starters**

- What went well this past semester?
- What are goals for next semester?
- Is there anything you would have done differently?

### **Dates**

- December 1: Reading Day
- December 2: Final Exams Online
- December 3: Final Exams Online
- December 4: Final Exams Online
- December 7: Final Exams Online
- December 8: Final Exams Online
- December 9: Winter Break, No classes
- December 10: Deadline to pay Spring 2021 fees before cancellation
- December 21: University closed for Winter Holiday
- December 22: University closed for Winter Holiday
- December 23: University closed for Winter Holiday
- December 24: University closed for Winter Holiday
- December 25: University closed for Winter Holiday

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## **January**

### **Focus on Self-Care**

Between academics, extracurriculars, jobs and more, it can be hard for a college student to find time for self-care.

Encourage your student to establish good self-care habits. Getting a full night's sleep, eating well, drinking enough water and exercising regularly will provide a healthy foundation. College life can be stressful, and it's important to have fun, too. Hanging out with friends and taking the time to relax should be part of the schedule.

If your student is having a hard time finding a balance, it may be helpful for them to talk to someone. The UTC Counseling Center offers individual counseling, group counseling and workshops on a variety of mental health topics. Learn more at [utc.edu/counseling-center](https://utc.edu/counseling-center).

### **Conversations Starters**

- How are you feeling?
- Are you taking time for yourself?
- What strategies are you using to balance school, work and your social life?

### **Dates**

- January 1: University closed in observation of New Year's Day
  - January 3: Last day to withdraw before fee obligation
  - January 4: Classes begin, Late fee begins
  - January 17: Last day to drop a class before a W
  - January 18: MLK Day, No classes
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## **February**

### **Planning for the Future**

Fall semester may feel like a long way away, but it will be here before you know it. Your student can prepare for next semester in a variety of ways. If they want to live on campus, have them head to [utc.edu/housing](http://utc.edu/housing) to reserve their spot. If they have questions about what classes to take next semester, their advisor can help.

It's also never too early for your student to think about future career plans. The Center for Career and Leadership Development can help your student with many aspects of professional development, including deciding on a career path, writing a resume and practicing interview skills. The office also hosts career fairs, posts jobs and offers individual career counseling. Visit their website at [utc.edu/center-career-leadership-development](http://utc.edu/center-career-leadership-development) to learn more.

### **Conversation Starters**

- Have you thought about who you would like to room with next year?
  - What is your favorite class this semester? What do you like about it?
  - What can you do in the next few months to make progress toward your goals?
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## **March**

### **Spring Break Safety**

Your student has been looking forward to spring break since... their last spring break. It's understandable. They get some much-needed time off to relax and unwind. You, on the other hand, may have some reservations if their plans include traveling several hundred miles away with a group of friends you don't know very well.



Have a conversation about their plans so you know what to expect. Ask about their itinerary, accommodations and travel buddies. Travel often comes with surprises! Help your student plan for the unexpected by making copies of emergency contact info and important documents like a driver's license and passport. Offices around campus provide resources and tips for safe spring break travel. Encourage your student to take advantage of these resources.

### **Conversation Starters**

- What are your spring break plans?
- Have you planned for emergencies?
- Do you have everything you need before you travel?

### **Dates**

- March 8: Spring Break, No Classes
  - March 9: Spring Break, No Classes
  - March 10: Spring Break, No Classes
  - March 11: Spring Break, No Classes
  - March 12: Spring Break, No Classes
  - March 15: Deadline: submit graduation application for August 2021
  - March 22: Last day for official withdraw with a W
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## **April**

### **Returning Home**

The school year is ending, and it's almost time for your student to come home for the summer. This will be a big transition for your family. Things have changed since your student packed up and moved to Chattanooga. For the past two semesters, your student has been living an independent life, and living under your roof (and rules) will be an adjustment.

Before your student moves back home, have a conversation about expectations. Will your student need to abide by a curfew? What chores will they be responsible for? How often can their friends or significant other come over? Be flexible and compromise where you feel comfortable. Your student is an adult and will appreciate having a say in their living situation.

### **Conversation Starters**

- What are your plans for the summer?
- What can I do to help you adjust to living at home again?
- How can we enjoy our time together while you live at home?

### **Dates**

- April 2: University Closed, Spring Holiday, No classes
- April 19: Last day of classes for spring semester

- April 20: Reading day, No classes
  - April 21: Final Exams
  - April 22: Final Exams
  - April 23: Final Exams
  - April 26: Final Exams
  - April 27: Final Exams
  - April 30: Graduate Commencement All Colleges
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## **May**

### **Making the Most of Summer**

After two semesters of balancing classes, extracurricular activities and a social life, your student is ready for a break. As they rest and recharge, gently urge them to take time for some self-reflection on the past school year. Self-reflection can help your student see things from a different point of view and learn from their experiences. Work with your student as they reflect on the impact of their actions, behaviors and beliefs. Help them put new ideas into action by taking steps to reach their goals.

If your student wants to stay on track or get ahead with classes, summer school at UTC is a great option. With several sessions offered and classes meeting in-person or online, there's something for every student. Learn more at [utc.edu/summer](http://utc.edu/summer).

### **Conversation Starters**

- What did you learn about yourself?
- What are some next steps in gaining experience in your field of study?
- What did you get involved in that you will continue next year?

### **Dates**

- May 1: Undergraduate Commencement, 9:00 a.m. CAS and CECS, 1:00 p.m. RCOB and CHEPS
  - May 5: Deadline to pay summer 2021 fees before cancellation
  - May 31: Memorial Day, No classes
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## **June**

### **Exploring the World**

Our campus initiative, Mocs in the City, encourages students to engage and participate in the Chattanooga community. Created by the UTC Office of Civic Engagement, Mocs in the City hosts service and research projects, outdoor activities and events in the local community.

Chattanooga is the perfect place for this kind of community engagement: it's a growing mid-size city with a small-town feel. Your student can enjoy a thriving arts scene, endless outdoor activities and an engaged local community. With downtown right next door, your student can take advantage of all the things the city has to offer!

Stay up-to-date with Mocs in the City at [facebook.com/mocsinthecity](https://facebook.com/mocsinthecity) .

### **Conversation Starters**

- Is there a place or activity you want to explore in Chattanooga?
  - What are your favorite things to do in Chattanooga?
  - How do you plan to get involved in the local community?
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## **UTC ALERT**

Although we hope emergencies never happen on campus, UTC takes emergency preparedness seriously. The UTC-ALERT system is designed to inform the UTC community in the event of an emergency. These vital messages are sent via text message, email, social media and more once a student has registered their phone number and email with the alert system.

When UTC-ALERT messages are distributed, they will contain critical information, actions your student may need to take or further instructions. There is no cost to sign up for UTC-ALERT, and it will only be used to share emergency information. Students can add a total of three mobile phone numbers and three email addresses for themselves, family or others.

### **How does my student sign up?**

- Go to [utc.edu/alert](https://utc.edu/alert)
- Click Sign Up Now!
- Students will use their full UTC email address, and create a password. The password is not connected with any other campus login.
- Follow the instructions on the next screens.

**If your student would like to add additional numbers and email addresses, have them follow these instructions.**

- Go to [utc.edu/alert](https://utc.edu/alert)
  - Click Sign Up Now!
  - Username is the student's full UTC email address.
  - Under the My Account tab, click to add mobile number, email address or both.
  - To confirm the added mobile phone number or email address, click TEST.
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## **College Prep Checklist**

Getting ready for college is both exciting and stressful. Prepare for a successful transition to UTC with these tips:

- Submit all required forms to UTC. This includes final high school transcripts and records of immunizations.
- Have your student start checking their UTC email regularly. This account is the official method used by UTC to communicate important information to your student.
- Make sure your student gets their student ID before the first day of classes. Known as a Mocs Card, students use this card for many things, including paying for meals on campus, accessing their residence hall and gaining admission to UTC athletic events.
- Talk to your student about budgeting. Be clear on what you will and will not pay for and any amounts you plan to contribute to their education and/or living expenses.
- Double-check your health insurance policy to make sure your student is covered under your plan. Talk with your student about what to do in emergencies.
- Encourage your student to reach out to their roommates and coordinate who is bringing what before they move in.
- Establish what level of communication works for you and your student. Talk about how often you and your child will reach out and what methods (calls, text, etc.) work best for everyone.
- If your student is bringing a car to campus, remind them to purchase a parking pass. Make sure your student has car insurance and knows what to do if they have car problems.
- Does your student have a favorite meal? Write down the recipe and take time to teach them how to make it before they leave. Having their favorite food while in college can be a nice treat.

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## About the FAFSA

### Federal Application for Student Aid

The FAFSA—Free Application for Federal Student Aid— is your first step in applying for financial aid at UTC. A completed FAFSA application is required to determine eligibility for all federal grants, student loans and the Tennessee HOPE scholarship.

Your student must complete the FAFSA for every year they plan to take classes at UTC. The FAFSA is available on October 1 each year at [fafsa.gov](https://fafsa.gov), and it is free to file. **UTC's federal school code is 003529.** We recommend completing the FAFSA as soon as possible so that your student is considered for the maximum amount of aid.

Both you and your student will need to sign the FAFSA if you are claiming your student as a dependent. You sign the FAFSA by making an FSA ID—a username and password you use on federal student aid websites. You can create an ID at [fsaid.ed.gov/npas](https://fsaid.ed.gov/npas). We recommend creating your ID early—even before you're ready to complete the FAFSA form—to avoid delays

in the process. Make sure to save this ID in a safe place. You will need this ID each year you apply.

We understand that completing the FAFSA can be complicated. The staff of the Mocs One Center is here to help you through the application process.

- UTC University Center, Room 124
  - Monday - Friday 8 a.m. - 5 p.m.
  - (423) 425-5880
  - [fafsa-help@utc.edu](mailto:fafsa-help@utc.edu)
  - [utc.edu/mocs-one-center](http://utc.edu/mocs-one-center)
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## About FERPA

### Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. Education records include grades, course schedules, disciplinary files, billing information and more. FERPA applies to all schools that receive funds from any program administered by the U.S. Department of Education.

FERPA gives students four basic rights with respect to their education record:

- the right to inspect and review their education records;
- the right to request the amendment of the student's education records that the student believes are inaccurate, misleading or otherwise in violation of the student's privacy rights under FERPA;
- the right to provide written consent before the university discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent; and
- the right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with FERPA.

According to FERPA, college students, regardless of their age, are considered adults and are allowed to determine who can access their education records. **For a parent or any other third party to gain access to a student's education record, the student must provide UTC with written consent using the Authorization to Disclose Information form.** A copy of this form can be found at [utc.edu/records/forms.php](http://utc.edu/records/forms.php).

For more information about FERPA, visit the UTC website at [utc.edu/records/ferpa](http://utc.edu/records/ferpa).

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## Housing and Residence Life Information

**Main Housing Office**

(423) 425-4304

housing@utc.edu

utc.edu/housing

Monday - Friday, 8 a.m. - 5 p.m.

Each complex has Resident Assistants (RA) and a Resident Director (RD) to assist students with their needs. If your student has any concerns, encourage them to speak with the RA or RD. For emergency situations or 24/7 assistance, contact the UTC Police Department at (423) 425-4357 or call 911.

**North Campus Offices**

Boling. . . . .(423) 425-8300

Johnson Obear. . . . .(423) 425-8500

Lockmiller. . . . .(423) 425-8400

Stagmaier. . . . .(423) 425-8900

West Campus. . . . .(423) 425-1041

**South Campus Offices**

Decosimo . . . . .(423) 425-5900

Guerry. . . . .(423) 425-5900

Stophel. . . . .(423) 425-5911

UC Foundation. . . . .(423) 425-5907

Walker. . . . .(423) 425-5907

**The proper mailing address to campus residents is:**

The University of Tennessee at Chattanooga

(Student's Name) Apt/Room (#)

(Complex Name), (Mail Code)

(Complex Address), P.O. Box (#)

Chattanooga, TN 37403-7111

**North Campus Residents**

Mail sent through the US Postal Service, UPS, FedEx or DHL will be delivered to the complex office by the courier service.

**North Campus Addresses**

<b>Complex Name</b>	<b>Address</b>	<b>Mail Code</b>	<b>P.O. Box</b>
Boling	541 Vine Street	0044	180111
Johnson Obear	501 Oak Street	0055	180111
Lockmiller	742 Oak Street	0011	180111
Stagmaier	705 McCallie Avenue	0022	180111
West Campus	515 Vine Street	0066	180111

### **South Campus Residents**

Letters or small packages will be delivered to the student's mailbox located in the complex. Larger packages will be delivered to Mail Services located in the Administration Building on Palmetto Street. Mail Services will send an email to the student's UTC email account when their package is ready to be picked up.

#### **South Campus Addresses**

<b>Complex Name</b>	<b>Address</b>
Decosimo	815 University Street
Guerry	815 University Street
Stophel	818 University Street
UC Foundation	718 McCallie Avenue
Walker	801 East 8th Street

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### **Denise and Tim Downey Student Emergency Fund**

It's not uncommon for students to find themselves in financially stressful situations. The Student Emergency Fund provides limited emergency funding to students experiencing financial hardship (e.g. accident, emergency, illness or other unforeseen event).

Funds may be utilized to cover expenses such as:

- essential academic needs like books and supplies
- replacement of lost personal items due to fire, theft, flood, etc.
- housing needs like securing short-term housing, security deposits, assistance with utilities, etc.
- one-time/non-recurring medical expenses
- emergency expenses related to dependents

Students enrolled in the current semester as a part-time, half-time, or full-time student (or have pre-registered if between semesters) are eligible. Students are only eligible to receive funding from the Student Emergency Fund once per year and twice overall.

**For a complete explanation and to apply for funds, visit [utc.edu/sef](http://utc.edu/sef).**

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### **Scrappy's Cupboard**

Scrappy's Cupboard addresses food insecurity among UTC students. We provide emergency food assistance and referrals to all UTC students without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or

mental disability, or covered veteran status. Scrappy's Cupboard is coordinated by the Office of Student Outreach and Support and run by faculty, staff and student volunteers.

Donations can be dropped off at the University Center, Suite 399 Monday - Friday, 8 a.m. - 5 p.m. Can't make it during regular business hours? Email us at [scrappyscupboard@utc.edu](mailto:scrappyscupboard@utc.edu) to schedule a special drop-off time.

Monetary donations are also accepted. You can donate online at [utc.edu/give](http://utc.edu/give). You can also donate via Amazon by visiting the Scrappy's Cupboard Wish List.

#### **ITEMS ACCEPTED FOR DONATION**

- unexpired and unopened non-perishable food items
- unexpired and unused personal care items
- usable cooking utensils and other household items
- gasoline gift cards

**Specific items can be found at [utc.edu/scrappyscupboard](http://utc.edu/scrappyscupboard).**

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### **Community Information**

Welcome to the Scenic City! Chattanooga is a vibrant city with a diverse array of cultural events, outdoor and leisure activities and amazing restaurants for you to enjoy.

#### **Dining**

##### **Big River Grille**

222 Broad St.  
(423) 267-2739  
[bigrivergrille.com/downtown](http://bigrivergrille.com/downtown)

##### **Champy's Famous Fried Chicken**

526 E. ML King Blvd.  
(423) 752-9198  
[champyschicken.com](http://champyschicken.com)

##### **City Café Diner**

901 Carter St.  
(423) 634-9191

##### **Community Pie**

850 Market St.  
(423) 486-1743  
[communitypie.com](http://communitypie.com)

##### **Jefferson's**

618 Market St.  
(423) 710-1560  
[jeffersons.com](http://jeffersons.com)

##### **Lupi's Pizza Pies**

406A Broad St.  
(423) 266-5874  
[lupi.com](http://lupi.com)

##### **Maple Street Biscuit Company**

407 Broad St.  
(423) 362-5380  
[maplestreetbiscuits.com](http://maplestreetbiscuits.com)

##### **Mojo Burrito**

1800 Dayton Blvd.  
(423) 870-6656  
[mojoburrito.com](http://mojoburrito.com)

##### **Southern Star**

205 Broad St.  
(423) 267-8899  
[southernstarrestaurant.com](http://southernstarrestaurant.com)



**Taco Mamacita**

109 N Market St.  
(423) 648-6262  
tacomamacita.com

**Thai Smile**

219 Market St.  
(423) 266-2333  
thaismilechattanooga.com

**Totto Sushi and Grill**

330 Frazier Ave. Ste 124  
(423) 508-8898  
tottonooga.com

**Universal Joint**

532 Lookout St.  
(423) 468-3725  
ujchattanooga.com

**University Pizza and Deli  
(UPD)**

430 Vine St.  
(423) 756-8700  
updmenu.net

**Urban Stack**

12 W. 13th St.  
(423) 475-5350  
urbanstack.com

**Shopping****Hamilton Place Mall**

2100 Hamilton Place Blvd.  
(423) 894-7177  
hamiltonplace.com

**Northgate Mall**

217 Northgate Mall Dr.  
(423) 875-4351  
visitnorthgatemall.com

**Walmart Supercenter**

501 Signal Mountain Rd.  
(423) 756-7202  
2020 Gunbarrel Rd.  
(423) 899-7021

**Target**

1816 Gunbarrel Rd.  
(423) 490-1418

**Banks****BB&T**

721 Broad St.  
(423) 756-8101

**First Horizon Bank**

701 Market St.  
(423) 757-4032  
firsthorizon.com

**Regions Bank**

979 E. 3rd. St.  
(423) 752-7800  
regions.com

**TVFCU**

715 Market St.  
(423) 634-3600  
tvfcu.com

**SunTrust Bank**

736 Market St.  
(423) 757-3714  
suntrust.com

### Groceries

**Aldi**

680 Signal Mountain Rd.  
(855) 955-2534  
aldi.us/en/

**Food City**

703 Signal Mountain Rd.  
(423) 757-4649  
foodcity.com

**Publix Super Market**

400 N. Market St.  
(423) 755-7901  
publix.com

**Whole Foods Market**

301 Manufacturers Rd.  
(423) 702-7300  
wholefoodsmarket.com

### Pharmacies

**CVS**

1301 Dorchester Rd.  
(423) 267-5060  
cvs.com

**Walgreens**

2104 McCallie Ave.  
(423) 622-2545  
walgreens.com

**Walmart**

501 Signal Mountain Rd.  
(423) 756-3511  
walmart.com

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## **MOC-TIONARY: Glossary of Common UTC Terms**

**Academic Service Scholars Program:** Renewable award for eligible first-time undergraduate students.

**Adjunct Professor:** A professor that teaches on a limited term contract

**ARC:** Aquatic and Recreation Center.

**Bachelor's Degree:** Undergraduate degree that generally requires four years of full-time study.

**Blue Book:** A thin notebook of about 20 lined pages used by students for exams and essays, often purchased at the campus bookstore.

**Bursar:** Office responsible for billing and collecting fees and disbursing financial aid.

**Canvas:** Learning management system (LMS) used for coursework.

**Commencement:** Graduation ceremony held at the end of each academic semester.

**Credit Hour:** A way of measuring how much credit a student receives for attending a course which corresponds to the hours per week in that course.

**Croads (krōds):** Short for Crossroads Dining Hall; our all-you-can-eat style dining location where students can use their meal plan or pay cash to eat.

**Cumulative/Overall GPA:** The total number of quality points divided by the total number of attempted GPA credit hours, including hours for which the student received an F.

**Double Major:** Student completes the degree requirements for two majors while earning one degree.

**Elective:** A class not required for your major or minor.

**Federal Work Study:** Provides part-time jobs for students with financial need, allowing them to earn money to help pay for college.

**Fee Schedule:** This is a breakdown of all the fees paid outside of tuition and housing; ex: Student Activity Fee, Athletic Fee.

**First-Generation:** A student whose parent(s) or legal guardian(s) have not completed a bachelor's degree.

**GA:** Graduate assistant

**General Parking Pass:** Allows for parking in areas designated as "General" on campus.

**Graduate Student:** A student who already holds an undergraduate degree and is pursuing advanced studies, like a master's, doctorate or graduate certificate.

**iClicker:** Device used in classes to anonymously respond to questions posed by the instructor.

**Mocs Buck:** Dining dollars through your meal plan you can use at various on campus dining facilities and POD markets.

**MWF TR:** Monday, Wednesday, Friday and Tuesday, Thursday classes.

**MyMocsDegree:** Online tool used by students and advisors for various purposes, specifically when planning course selection during advising.

**Office Hour:** Designated times when students can meet with their professor(s) outside of the regular class period to discuss course material.

**Prerequisite:** A course required prior to taking a higher level course.

**Quiet Hours:** Times when no noise should be heard in the hallways or outside of the residence hall.

**Quality Point:** The numeric value of a course; used to determine GPA.

**Registrar:** Person or office responsible for maintaining student records.

**Reserved Parking Pass:** Allows for parking in areas designated as “Reserved” on campus, but can also park in General areas.

**Scantron:** Refers to the “bubble sheets” used for many quizzes and exams, often purchased at the campus Bookstore.

**Scrappy Cash:** Money that is deposited to a student's Mocs Card and used for many campus purchases.

**Staff:** Refers to employees who serve the university in a non-teaching, non-faculty capacity, such as administrators and office personnel.

**Suite:** Describes a shared living space in campus housing that typically includes a shared bedroom, common area, and bathroom.

**Syllabus:** Outline of material to be taught during a course; often includes assignments and due dates.

**TA:** Teaching assistant.

**Tenure:** Category of indefinite (somewhat permanent) academic appointment, particularly of faculty members.

**Transcript:** Official record of courses taken and grades earned at a given institution.

**Undergraduate Student:** Student in their first four years of college.

**Unofficial Transcript:** Transcript printed on plain paper and does not have the university seal or registrar's signature.

**Weighted GPA:** Takes difficulty of courses into account along with grades.

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## Resources and Contacts for Your Family

### Athletics

**gomocs.com | (423) 266-6627**

Be a part of the Nooga Nation and cheer on the Mocs! Full-time enrolled students receive free admission to all home regular-season events. Families and guests can find ticket and game day information on our website.

**Bursar's Office****[utc.edu/bursar](http://utc.edu/bursar) | (423) 425-4781**

We are responsible for the billing and collection of student fees as well as the disbursement of financial aid funds.

**Campus Recreation****[utc.edu/campus-recreation](http://utc.edu/campus-recreation) | (423) 425-4213**

Campus Recreation promotes a healthy and active lifestyle and consists of the following facilities and programs: the Aquatic & Recreation Center, the UTC Sports Complex, intramurals, club sports, UTC Outdoors, fitness classes and aquatics.

**Center for Career and Leadership Development****[utc.edu/career](http://utc.edu/career) | (423) 425-4184**

Through a wide array of services and resources, students and alumni are empowered to pursue their goals, to impact others, to chart their own path to success and to build a satisfying, rewarding career and life.

**Center for Academic Support and Advisement****[utc.edu/center-academic-support-advisement](http://utc.edu/center-academic-support-advisement) | (423) 425-4573**

We promote academic excellence and encourage self-directed learning through tutoring and supplemental instruction. We assist first-year students to enroll in courses well-matched to the student's academic background and skill level.

**Center for Women and Gender Equity****[utc.edu/center-women-gender-equity](http://utc.edu/center-women-gender-equity) | (423) 425-5648**

We are committed to creating a community of diverse and empowered students through awareness, activism, advocacy, collaboration, leadership and community.

**Counseling Center****[utc.edu/counseling-center](http://utc.edu/counseling-center) | (423) 425-4438****Emergency or Crisis: (423) 425-4357 (on-campus only)**

We are a place where students can receive services designed to handle day-to-day challenges while encouraging their personal growth and development. Services include personal, career and academic counseling as well as crisis intervention. Services are confidential and offered by professionally trained counselors. Most services are free of charge, however, there is a minimal charge for testing.

**Dean of Students****[utc.edu/dean-students](http://utc.edu/dean-students) | (423) 425-4761**

We advance the mission of the University and the Division of Enrollment Management and Student Affairs. We seek to enhance the collegiate experience through intentional programs and services that promote student learning, character development and leadership. We support the institution's values and traditions while placing students first in all endeavors.

**Disability Resource Center****[utc.edu/disability-resource-center](http://utc.edu/disability-resource-center) | (423) 425-4006**

We provide leadership for creating a proactive culture of disability awareness on our campus. Through partnerships with a broad diversity of people, we facilitate in the removal of barriers and creation of an accessible environment for students, faculty, staff and visitors to our campus. We provide opportunities for education and advocacy by promoting independence and growth for our students.

**Emergency Services****[utc.edu/police](http://utc.edu/police) | (423) 425-4357****Emergency: Call 911**

We provide professional police services, work to reduce criminal opportunity, and ease community anxiety while working with faculty, staff, students, and visitors. Our department is committed to treating all people fairly while supporting an environment where diverse social, cultural, and academic values are allowed to develop.

**Financial Aid and Scholarships****[utc.edu/financial-aid](http://utc.edu/financial-aid) | (423) 425-2292**

We are dedicated to providing students and their families with courteous and efficient financial services while complying with all federal, state and university policies.

**Financial Wellness Center****[utc.edu/financial-wellness](http://utc.edu/financial-wellness) | (423) 425-4677**

We are a financial literacy program offering money management events, workshops, guest lectures and one-on-one (100% confidential) financial coaching to students. We specialize in topics such as borrowing wisely, budgeting and spending plans, credit cards, preventing identity theft, saving investing and retirement planning.

**Housing and Residence Life****[utc.edu/housing](http://utc.edu/housing) | (423)423-4304**

We seek to unify students in an engaged learning community that provides opportunities for growth, diversity and responsible living.

**IT Solutions Center****[utc.edu/itd](http://utc.edu/itd) | (423) 425-4000**

We provide the first line of technology support for faculty, staff and students by phone, email or walk-ins.

**Mocs Card Office****[utc.edu/mocscard](http://utc.edu/mocscard) | (423) 425-2218**

The Mocs Card is a student's official UTC ID. It is used for admission to athletic events, checking out books, laptops and more from the library, as an on-campus debit card for services including dining, vending and copy machines and more.

**Mocs One Center**

**[utc.edu/mocs-one-center](http://utc.edu/mocs-one-center) | (423) 425-5880 | UC 124**

We help students get the enrollment-related answers needed in one central location. Staff assists with issues related to Bursar, Financial Aid and Scholarships and Records.

**Mocs Dining**

**[mocsdining.campusdish.com](http://mocsdining.campusdish.com) | (423) 425-4200**

We offer a variety of dining options located all over campus. Various meal plans are available for residential and commuter students. Follow us on Instagram and Twitter, @ MocsDining, to stay updated, ask meal plan questions and get the inside scoop!

**Multicultural Affairs**

**[utc.edu/multicultural-affairs](http://utc.edu/multicultural-affairs) | (423) 425-5648**

We are committed to enhancing the academic, social, personal, and professional development of all students through programming, support and activities. Valuing diversity is an integral part of the college experience and this office works in partnership with faculty and staff to create an environment that promotes diversity, pluralism and inclusion within the UTC community.

**Parking Services**

**[utc.edu/parking](http://utc.edu/parking) | (423) 425-4051**

Students are able to purchase either a general lot parking pass or a reserved lot parking pass. Up to three vehicles can be registered. These can be purchased online or in person at the Bursar's Office.

**Records Office**

**[utc.edu/records](http://utc.edu/records) | (423) 425-4416**

We serve as the institution's official recorder, custodian of student records, regulator of institutional policies and procedures and interpreter of academic policies. We are dedicated to providing the best possible services to the University's academic community, providing students with the tools necessary for a successful academic career and preserving the academic integrity of the institution.

**Student Outreach and Support**

**[utc.edu/student-outreach](http://utc.edu/student-outreach) | (423) 425-4301**

We offer support to students experiencing challenge in their personal and/or academic lives. Our case manager and staff members work to connect students to both on- and off-campus resources that meet their specific needs; to provide advocacy and help in working with professors and navigating campus procedures; and encourages the development of student coping skills, resiliency and self-advocacy.

**Student Support Services**

**[utc.edu/student-support-services](http://utc.edu/student-support-services) | (423) 425-5235**

SSS is a federal TRIO program funded through a U.S. Department of Education, designed to work with low-income, first generation college students and students with disabilities. SSS staff

provide in-house tutoring, advising, financial assistance, counseling, graduate school and career coaching and more to its 200 participants. Students are welcome to apply to be a part of the program and experience the home away from home environment that SSS can provide!

### **Student Wellbeing**

**[utc.edu/center-student-wellbeing](http://utc.edu/center-student-wellbeing) | (423) 425-4640**

The center encourages life-long wellbeing by promoting healthy coping skills, a culture of care, risk reduction and wellness. Our center is a resource for discovering a healthier, well-balanced lifestyle. We provide students with the tools, knowledge, and community to help you take of yourself by developing coping skills, recognizing warning signs, practicing self-care, and helping others.

### **University Center**

**[utc.edu/university-center](http://utc.edu/university-center) | (423) 425-4455**

The UC is the central hub of the campus, containing offices, dining facilities, the campus bookstore and meeting spaces for campus departments and student organizations. With nearly 200,000 square feet of space, the UC is active both day and night with the comings and goings of campus.

### **University Health Services**

**[utc.edu/university-health-services](http://utc.edu/university-health-services) | (423) 425-2266**

We provide every student, faculty and staff member optimum healthcare. Services include visits for acute and chronic illnesses, physical exams, screenings, immunizations, lab services, TB skin testing and allergy shots. We are staffed by nurse practitioners, registered nurses and health administrators. Students are not charged for office visits and incur minimal charges for services such as laboratory tests and immunizations.

### **UTC Bookstore**

**[utc.bncollege.com](http://utc.bncollege.com) | (423) 425-4781**

A official bookstore of UTC. We are your one-stop shop for Mocs spirit apparel, accessories, textbooks and graduation and alumni merchandise. We are proudly partnered with Barnes & Noble.

### **UTC Library**

**[utc.edu/library](http://utc.edu/library) | (423) 425-4510**

The library is the academic and intellectual heart of the campus, giving students the necessary support for success. Here you'll find professional librarians and staff to help with research, great study spaces and access to a large collection of scholarly resources and materials.

### **Veteran Student Services**

**[utc.edu/veteran-student-services](http://utc.edu/veteran-student-services) | (423) 425-5648**

We serve as a centralized source of support for all student veterans and student members of military families. We offer individual guidance, information dissemination and referrals pertaining to all aspects of student life.



# **UTC Parent and Family Association**

Sponsored by the Office of Student and Family Engagement and the Division of Enrollment Management and Student Affairs, the UTC Parent & Family Association (PFA) is your first stop for questions, concerns, celebrations and more while your loved one is a student at UTC.

We are a resource to connect, educate and engage parents and family members to support the successful development of our students. We are committed to working with you through all phases of this journey to maximize your student's college experience.

## **STAY CONNECTED!**

(423) 425-2321

[utcparents@utc.edu](mailto:utcparents@utc.edu)

[utc.edu/pfa](http://utc.edu/pfa)

Facebook: [@utcparents](https://www.facebook.com/utcparents)

Instagram: [@utcparents](https://www.instagram.com/utcparents)

Twitter: [@utcparents](https://twitter.com/utcparents)