

UTC Parent and Family Association
CALENDAR & HANDBOOK
2021-22

@UTCPARENTS – Facebook, Instagram, Twitter

THE OFFICE OF STUDENT & 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 family members while at the University of Tennessee at Chattanooga. Our office includes the following units and programs:

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

Contact Information

- (423) 425-2321
- utc.edu/student-engagement
- engage@utc.edu
- 700 Vine Street, Lupton Hall 104 Dept. 1821, Chattanooga, TN 37403

Welcome

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

UTC Parents and 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! Whether it be your student's first year or last year at UTC, our office is here to help.

This past year has been challenging to say the least, and the Association has been here to support our students and parents in real-time. Between frequent communication, newsletters, PFA Live Chats and virtual events, we were able to keep our parent community connected, and we thank you for your engagement.

Hoping to build on this, we have built our 2021-2022 calendar/handbook with you in mind! Our team has identified focused topics and themes you and your student will find relevant and timely during each month. We hope you learn from the staff experts we've included and are able to utilize the resources located in the back of the calendar.

The UTC Parent and Family Association is a one-stop shop for all your questions and concerns. If things come up and you're not sure who to call, we are here to answer your questions or to connect you to the right place. We look forward to engaging with you and your family soon!

Best Wishes,

Hannah Turcotte

Coordinator for Student and Family Engagement

July

Preparing for College

Staff Contributor: Jason Harville, Assistant Director Student Success Programs jason-harville@utc.edu

How can I support my student during the transition to college?

Be supportive and engaged, but also realize that your student needs to be in charge of this process. Think back to when your student was learning to drive. You were there to help guide them, but they were the ones in the driver's seat!

What should I be prepared for as my student transitions to college?

Your student is entering a new stage of life. Your relationship with your student will most likely change, and you'll have good days and bad days. Communicating about expectations and trusting in your student's abilities will help.

Key Dates:

- July 5: University closed for Independence Day
-

August**Getting Involved**

Staff Contributor: Taylor Asgard, Coordinator Student and Family Engagement

Why should my student get involved?

Getting involved has so many benefits for college students. It helps with their personal and professional development. Your student will feel more connected to the campus community as well.

What options does my student have to get involved?

UTC has more than 100 student organizations. From Greek life to cultural organizations to major specific clubs, there's something for everyone! Getting involved can also be as simple as stopping by a campus event and staying for a little while.

Key Dates:

- August 5: Deadline to pay fees before cancellation
 - August 15 – August 21: Welcome Week
 - August 15: Last day to withdraw before fee obligation
 - August 16: Classes begin
 - August 16: Late fee begins
 - August 22: Last day to register for day or evening classes, to add a subject or change sections
 - August 29: Last day to drop a class before a W (withdrawal) is recorded
-

September**First Step to Financial Aid**

Staff Contributor: Winston Drain, Assistant Director Financial Aid winston-drain@utc.edu

Do I complete the FAFSA or does my student?

While the Free Application for Federal Student Aid (FAFSA) form is a student's application for financial aid, we know that parents often play a large role in the process. If a student is considered a dependent, parent information must be provided as well. We recommend that your student starts their FAFSA and you help them with any questions they may have.

Can we get help with the FAFSA?

Our trained staff members in the Mocs One Center can assist with the FAFSA form. The Mocs One Center is available via walk-ins or by phone. Learn more about the Mocs One Center at utc.edu/mocs-one-center. Remember, you will need your FERPA PIN for the FAFSA process. See page 29 for more.

Key Dates:

- September 6: University closed for Labor Day No classes
 - September 27: Faculty begin notifying undergraduate students of mid-term grades
-

October**Staying Healthy**

Staff Contributor: Becky Miller, Nurse Practitioner University Health Services rebecca-c-miller@utc.edu

What services are available at UHS?

University Health Services (UHS) can be considered the primary care provider for students at UTC. We treat acute illnesses (e.g., sore throats), chronic illnesses (e.g., high blood pressure) and injuries. We also love to do wellness exams, teaching about keeping yourself healthy and learning to navigate the healthcare system independently.

What are some tips for staying healthy during the school year?

Eating a healthy diet, getting adequate sleep and physical activity and taking care of mental health are all essential for good health. UTC has many opportunities to get guidance on all of these things, and UHS is a good starting place if your student needs support.

Key Dates:

- October 1 – October 2: Fall Family Weekend
 - October 1: FAFSA available online
 - October 11 – October 12: Fall Break No classes
 - October 23 – October 30: Homecoming
 - October 25: Last day for official withdrawal from any class with a W
-

November

Working with an Academic Advisor

Staff Contributor: Brad Bond, Academic Advisor, Academic Support and Advisement, bradley-bond@utc.edu

What type of conversations should a student be having with their advisor?

Students should be speaking with their advisor about any aspect of college life that impacts their academic success. This includes, but is not limited to appropriate course selection, degree completion planning and utilization of available campus resources.

What can an advisor do for students? What can't they do?

An advisor can help with course selection and can connect students with academic support services. An advisor cannot lift holds placed by other departments, contact instructors on the student's behalf or answer individual financial aid and scholarship questions.

Key Dates:

- November 24: Thanksgiving holiday travel day, No classes
 - November 25 – November 28: University closed, No classes
 - November 29: Last day of classes for Fall semester
 - November 30: Reading Day
-

December

Focusing on Mental Health

Staff Contributor: Emu Aragon, Counselor, Counseling Center, emu-aragon@utc.edu

What can my student do to support their mental health?

Establishing a routine has been shown to be very beneficial to mental health. This includes eating and sleeping at regular times. Students should also make time to connect with friends and classmates and take breaks to spend time outdoors.

What are some ways to connect with my student over winter break?

Take some time to get your student as a person. Start conversations and get to know their unique personality, passions and interests that might have changed while away for the semester. Try to talk about other topics than their schoolwork. Your student has worked hard all semester and deserve a restful, relaxing break from college.

Key Dates:

- December 1 – December 6: Final exams
 - December 8 – January 9: Winter break, No classes
 - December 10: Graduate student commencement (all colleges)
 - December 11: Undergraduate student commencement (all colleges)
 - December 13: Faculty deadline to submit grade changes for SP and SU incompletes, grades due 9 a.m.
 - December 16: Deadline to pay spring 2022 fees before cancellation
 - December 24 – December 31: University closed for winter holiday and New Year's
-

January

Jump Start on Career

Staff Contributor: Marc Holcomb, Assistant Director for Professional Development, Center for Career and Leadership Development, marc-holcomb@utc.edu

How early is too early to think about a career?

It's never too early to start thinking about a career. We recommend visiting the Center for Career and Leadership Development for skill assessments and career exploration during freshman year. Getting started with the small things early makes the big things much easier to tackle later.

How important is building a resume in college?

Resume development is so important. Everything a student does in college can be used on a resume, so it's wise to choose courses, activities, and part-time jobs that relate to the intended career path. Skills gained during class projects, internships or leadership positions all count toward a well developed resume.

Key Dates:

- January 9: Last day to withdraw before fee obligation
 - January 10: Classes begin, late fees begin
 - January 14: Last day to change from credit to audit or audit to credit
 - January 16: Last day to register for day or night classes, to add a subject or to change sections
 - January 17: University closed for Martin Luther King, Jr. Day, No classes
 - January 23: Last day to drop a class before a W (withdraw) is recorded
-

February

Make Plans for Housing

Staff Contributor: Orie Hubbard, Assistant Director of Occupancy Management, Housing and Residence Life, orie-hubbard@utc.edu

When should a student make housing plans?

The earlier the better for making plans for housing. The application for housing is currently open. Room selection for current students begins at the end of March. Freshmen and transfer students will be assigned rooms from April to May.

What are the benefits of living on campus?

Your student can walk to class, dining facilities and the campus gym in just a few minutes. UTC is located right next to downtown Chattanooga where there are many dining, shopping and entertainment options. The safety of our students is our priority. Housing staff, campus police and security are on call 24/7 and regularly patrol the residence areas

Key Dates:

- February 21: Faculty begin notifying undergraduate students of mid-term grades
-

March

Getting Active

Staff Contributor: Lisa Ivester, Coordinator of Outdoors, Campus Recreation, lisa-ivester@utc.edu

What is the UTC Outdoors program?

UTC Outdoors is the outdoor recreation program on campus, designed to provide a fun and instructional way to experience the outdoors. We are excited to get your student outside and are here to provide instruction and resources to students with any level of experience, beginner to expert.

What types of activities are provided?

UTC Outdoors provides many different activities! Each semester, we offer several hiking, caving, rock climbing, mountain biking, kayaking and camping trips. We also have extended trips that are very popular. Our rental center also offers equipment that students might need to explore the Chattanooga area and beyond by foot, bike or paddle.

Key Dates:

- March 14 – March 20: Spring break, No classes
 - March 28: Last day for official withdraw from any classes with a W
-

April

Staying Connected

Staff Contributor: Andrea Lyons, Associate Director, Alumni Affairs, andrea-lyons@utc.edu

Why is it important to stay connected?

The relationships you build in college can be life-changing. From finding mentors/mentees, career opportunities and professional networking, UTC alumni collaborate, serve and pay it forward through our alumni chapters, advisory board or even making a gift.

What are the opportunities to stay connected to campus?

The GOLD (Graduates of the Last Decade) Council offers the chance for recently graduated students to meet and network. An alumnus can stay in touch by making sure their email and contact information is updated. Students can visit our website at alumni.utc.edu to learn about the alumni groups and should click on “Update Your Information” to make sure they don’t miss out on the latest UTC news or events.

Key Dates:

- April 15: University closed for spring holiday, No classes
 - April 25: Last day of classes for Spring semester
 - April 26: Reading day
 - April 27 – May 3: Final exams
-

May

Returning Home

Staff Contributor: Rob Liddell, Executive Director, Center for Career and Leadership Development, robert-liddell@utc.edu

What should a parent expect from the transition home?

The transition back home can be challenging. Students have developed habits and rhythms appropriate for a college campus setting. As your student returns home, they are rejoining a setting that, while familiar, is very different from college life. Take time to ease back into an everyday relationship with your student.

What are ways a parent can make this easier?

Open a line of communication about the transition back home before your student's return. Talk about current activities and summer travel plans together. Invite their input and include them in the decision making.

Key Dates:

- May 6: Graduate student commencement (all colleges)
 - May 7: Undergraduate student commencement (9 a.m. CAS, CECS; 1 p.m. RCOB, CHEPS)
 - May 9: Faculty deadline to submit grades for spring incompletes, grades due from faculty by 9 a.m.
 - May 30: University closed for Memorial Day
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June**Studying Abroad**

Staff Contributor: Jamie Booth Study Abroad Advisor, Center for Global Education, jamie-booth@utc.edu

What should students do to prepare for study abroad?

Working with their academic advisor as a freshman is a great way to get a head start. When a student is ready, they need to take a short course and attend an information session. Then, they'll meet with a study abroad advisor to start the process of choosing a program.

What do parents need to know?

We're committed to our students' health and safety. There are procedures and policies to address any concerns. Also, many study abroad programs cost the same as attendance at UTC. We offer over \$250,000 in scholarships and students can also use any financial aid to help pay for their study abroad program.

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 for classes, their phone number and student email attached to their MyMocsNet account will be auto registered into the 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 for receiving alerts, and it will only be used to share emergency information. Students can add three mobile phone numbers and two email addresses for themselves, family or others.

How does my student check their UTC-ALERT registration?

- Go to **utc.edu/alert**
- Click “Log into UTC-ALERT” button
- Students will use their UTC ID (ex: ABC123) and UTC password, these are the same credentials students use to log into MyMocs, student email, and Canvas.
- If unable to log in, please email emergency-management@utc.edu with your full name and UTC ID.

If your student would like to add additional numbers and email addresses, they need to add your contact information via these instructions.

- Go to **utc.edu/alert**
- Click “Log into UTC-ALERT” button
- Students will use their UTC ID (ex: ABC123) and UTC password
- Under the My Account tab, click to add mobile number, email address or both.
- To confirm the added mobile

Student Outreach and Support Services

Denise and Time Downey Student Emergency Fund

It’s not uncommon for currently enrolled 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, housing needs, assistance with utilities and emergency expenses related to dependents.

Visit **utc.edu/sef** for full details and to apply for funds.

Scrappy’s Cupboard

Scrappy’s Cupboard addresses food insecurity at UTC by providing emergency food assistance and referrals when needed. This assistance is available 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. As the Cupboard runs on donations, we gratefully accept nonperishable goods and monetary gifts.

For more information about how to utilize the Cupboard or how to donate, please visit utc.edu/scrappyscupboard or contact us at scrappyscupboard@utc.edu.

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, 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. 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
 - utc.edu/mocs-one-center
-

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/registrar/forms.php.

For more information about FERPA, visit utc.edu/registrar/ferpa.

The Office of the Dean of Students

The Office of the Dean of Students is made up of several areas, all committed to diversity and inclusion. These units provide a broad range of resources and programs to support and engage students within the UTC community. Here is a closer look at some of our units:

Center for Women and Gender Equity

The Center for Women and Gender Equity is a strong community of students and community members dedicated to principles of social justice and gender equity. Visit utc.edu/wage for more resources, events and organizations.

The Center is committed to creating a community of diverse and empowered students through our core values:

- **Awareness:** Educating our community on gender and social injustices
- **Activism/Advocacy:** Engaging our community in addressing issues of gender equity and social justice
- **Collaboration:** Facilitating education and activist efforts in our community by supporting other social justice organizations and causes
- **Leadership:** Developing and empowering students to engage in ethical behavior based on feminist principles of leadership
- **Community:** Creating a community of acceptance and celebrating diversity

Disability Resource Center

The Disability Resource Center (DRC) cultivates a proactive culture of disability awareness within our campus community. The DRC works to remove barriers and to create accessible environments for students to grow and become strong self-advocates.

- **Accessibility:** Students can request accommodation for assistive technology, testing, housing, events, note-taking, alternative texts and more!
- **Mosaic Program:** Mosaic is a multifaceted and comprehensive program developed to support the holistic needs of students on the Autism Spectrum.
- **Advocacy:** Through education, training opportunities and programs, the DRC is creating a culture of access at UTC. While the Center advocates on behalf of students, it also supports the development of student self-advocacy.

Visit utc.edu/drc for details about their programs and services.

Office of Multicultural Affairs

The Office of Multicultural Affairs (OMA) is committed to enhancing the academic, social, personal and professional development of all students through programming, support and activities. The Office offers a vibrant student-focused center, the Multicultural Center (MCC), in Lupton Hall.

The OMA creates an environment to:

- Promote diversity, pluralism and inclusion
- Offer interactive on- and off-campus activities aimed at increasing cultural awareness
- Provide resources necessary for growth and advancement of minority students through leadership opportunities
- Affirm the inclusion of underrepresented populations in the institutional community

Students can directly engage through OMA's student organizations, mentorship programs, events, educational opportunities and celebrations. Visit utc.edu/oma for more information.

Veteran Student Services

Veteran Student Services (VSS) knows the college experience for veterans, active duty service-members, guardsmen, reservists and their family members isn't exactly traditional. VSS offers the tools—social and educational programs, unique study spaces, guidance, information, and referrals—to help students succeed, in and outside of the classroom.

VSS regularly offers programs and services that increase the awareness of the unique needs of military-affiliated students and builds a close-knit community of support. Some of the programs and services offered include:

- Department of Veterans Affairs and Military Tuition Assistance Benefit Services

- Veteran Peer Mentorship Program
- Student Veteran Lounge (UC 143A)
- Computer Lab and Study Space (UC 145)
- Student Veteran Organization

Visit utc.edu/vss to learn more about these exciting programs.

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) 425-1040

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.

Complex Name	Address	Mail Code	P.O. Box
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.

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

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

Champy's Famous Fried Chicken
526 E. ML King Blvd.
(423) 752-9198
champschicken.com

City Café Diner
901 Carter St.
(423) 634-9191

Community Pie
850 Market St.
(423) 486-1743
communitypie.com

Lil Mama's Chi Style Hoagy
818 Georgia Ave. Suite 114
(423) 206-4505
lilmamaschistylehoagy.com

Lupi's Pizza Pies
406A Broad St.
(423) 266-5874
lupi.com

Maple Street Biscuit
Company
407 Broad St.
(423) 362-5380
maplestreetbiscuits.com

Mojo Burrito
1800 Dayton Blvd.
(423) 870-6656
mojoburrito.com

Southern Star
205 Broad St.
(423) 267-8899
southernstarrestaurant.co
m
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) 755-7901publix.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

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

Asynchronous: a virtual class that consists of pre-recorded lectures

ARC: Aquatic and Recreation Center.

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 a meal swipe as part of 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.

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.

Mocs Swap: Trade 1 meal swipe at Crossroads for a meal at a retail location. Meals can be chosen from a Mocs Swaps menu, during set times.

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, nonfaculty 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.

Synchronous: a virtual class that has a set meeting time for a real-time lecture.

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.

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 | (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 | (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/ccld | (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 | (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 | (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 | (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 | (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/drc | (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 | (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 | (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 | (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 | (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/information-technology | (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 | (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 | (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 | (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/mcc | (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 | (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.

Office of the Registrar

utc.edu/registrar | (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 | (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 | (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 | (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 | (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 | (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 | (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 | (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/vss | (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 & 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 student is 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.