



# **GARY W. ROLLINS COLLEGE OF BUSINESS**

**UNIVERSITY OF TENNESSEE AT CHATTANOOGA**

## **JOSEPH F. DECOSIMO SUCCESS CENTER**

# **STUDENT SUCCESS GUIDE**

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The Joseph F. Decosimo Success Center  
in the Gary W. Rollins College of Business  
2nd Floor, Fletcher Hall

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# celebrating

## Celebrating a history-making gift

The College of Business at The University of Tennessee at Chattanooga recently received a history-making, \$40 million gift. In recognition of this gift, the school has been renamed the Gary W. Rollins College of Business. We offer our heartfelt thanks to Gary and Kathleen Rollins for their generous investment.

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



## Largest Philanthropic Gift in UTC History made to the College of Business by Gary W. Rollins

The largest philanthropic gift in the history of the University of Tennessee at Chattanooga was recently made to the University's College of Business by Gary W. Rollins and Kathleen Rollins of Atlanta. This history-making, \$40 million gift also marks the first college to be named at UTC. On June 22, 2018, The University of Tennessee Board of Trustees voted unanimously to approve naming the UTC College of Business the Gary W. Rollins College of Business in honor of the gift.

Rollins, a 1967 UTC graduate with a B.S. degree in business, is the Vice Chairman and CEO of Rollins, Inc., a New York Stock Exchange corporation with numerous holdings including Orkin, the world's largest pest control company.

"The UTC College of Business, under Dean Robert Dooley's leadership and fully supported by Chancellor Steve Angle, has a history of success built around community involvement that offers students hands-on experience and, ultimately, a stronger opportunity to be job-ready upon graduation," Rollins said.

"At the same time, the College of Business has been a driving force in helping the Chattanooga region's economic growth which, in turn, has made southeastern Tennessee one of the nation's most desirable destinations."

Kathleen Rollins, executive director of the Gary W. Rollins Foundation, said uses of the gift under consideration include creating and supporting applied research opportunities, scholarships, recruitment of faculty, capital improvements to renovate classrooms, computer labs, offices and common areas in Fletcher Hall, home of the College of Business at UTC.

Angle said the gift serves as a milestone in the history of the University and its ability to serve Chattanooga and the region.

"This gift is not only unprecedented in its generosity to our University, it will be transformational in its impact," Angle said. "Almost without exception, every great University has an outstanding college of business, and the Rollins' gift will enable us to raise the bar for success higher than ever before."

"We want to offer our heartfelt thanks to Gary and Kathleen Rollins for this incredibly generous investment," said Dean Dooley. "This gift will allow us to attain our vision of becoming a national model for excellence in business education. The Rollins' investment will allow us to attract and retain outstanding faculty, support business research and develop the business leaders of the future."

### ABOUT THE GARY W. ROLLINS COLLEGE OF BUSINESS AND THE JOSEPH F. DECOSIMO SUCCESS CENTER

The Gary W. Rollins College of Business at The University of Tennessee at Chattanooga is committed to providing you with the tools and support you need to be academically prepared and business world ready through a variety of classroom experiences, academic advising and career development.

Teaching is at the heart of the Rollins College of Business and our outstanding faculty provide world-class instruction. They are also here to help you apply the academic theory taught in the classroom to real-world problems through research and types of learning. Our faculty assist businesses and industries in solving complex problems and also deliver curriculum and unique learning opportunities to you, our students.

The Joseph F. Decosimo Success Center, located on the 2nd Floor of Fletcher Hall, is a one-stop shop that provides our students with world-class Academic Advising, Career Development and experiential learning opportunities. Members of the Decosimo Success Center staff are focused on helping students prepare for the professional world.

This Student Success Guide is a resource to help you make the most of your Rollins College of Business experience. Inside, you'll find resources and information designed to help you succeed in the classroom and to assist you as you prepare for the workplace.

# STUDENT SUCCESS GUIDE

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Academic Advising helps you plan a successful and enriching educational experience. Your advisor plays an important role in helping you stay on course to graduation. You'll find great advice and useful tips for working with your advisor in this guide.

Academic Advising



An education is a life-long investment and Career Development can help you make the most of it. Our Career Development office has the resources you need to progress confidently toward a meaningful career.

Career Development



### FOLLOW US:

-  @UTCRollinsCOB
-  @UTCRollinsCOB
-  @utcrollinscob

VISIT US ONLINE FOR EVENTS, TIPS AND OTHER COLLEGE RESOURCES  
**UTC.EDU/ROLLINS**



# OUR TEAM

Our Decosimo Success Center team is here to help you. Your Academic Advisor will help you to understand your goals and to assist you in planning a successful academic experience. The Career Development staff can help empower you to progress confidently toward a meaningful career where you can put your business degree to work.

Visit us on the 2nd floor of Fletcher Hall to make an appointment or set up an appointment online through your MyMocsNet account.



"It is incredibly rewarding to witness individuals make the transformation from student to business professional. I love every opportunity to help students navigate their journeys."

**Sue Culpepper,  
Director of Student Success**



"I am passionate about supporting students with the knowledge and guidance they need to achieve their academic goals and career aspirations. I strive to make sure each student's academic experience is both educational and fun!"

**Heather Mitchell,  
Academic Advisor**



"I enjoy getting to know my students and being part of their college journey as they grow and prepare for the next stage of life."

**Amber Noblit,  
Academic Advisor**



"Each student has a unique history, varied interests, and a distinctive sense of purpose. When I help students figure out their career objectives and the steps to get there, it's never the same journey. I like that because, 'what's next?' is my favorite question."

**Irene Hillman,  
Career Development Manager**



"I love making things simple for students by anticipating their advising needs, breaking down the academic planning process and explaining the complexities of curriculum."

**Nikki Ownby,  
Senior Academic Advisor**



"The most rewarding aspect of my job as an academic advisor is witnessing my students develop an identity and a passion for their education and future career."

**Mary Beth Ondrusek,  
Academic Advisor**



"I enjoy providing students with the tools they need to achieve their 'Ah-ha' moment so that they leave my office 'feeling so much better' about their college journeys."

**Nichole Orr,  
Academic Advisor**



"I sincerely love my job and the most rewarding part is witnessing students grow and succeed. It is incredibly inspiring to work with students to reach their goals and land the career they've always dreamed of having. I feel so fortunate to be able to be a part of their journey."

**Jaclyn York,  
Career Development Associate**



"I have a passion for making people feel welcomed and worthy. I love my job because I interact with students on a daily basis, and I do my best to set a positive tone. I believe a simple smile can go a long way."

**Kathy Melton,  
Administrative Assistant**



"My passion is to help others fulfill their purpose in life. Being an Academic Advisor allows me to do just that and I love it!"

**Donisia Ward,  
Academic Advisor**



"I enjoy helping students recognize their strengths and guiding students to develop problem-solving skills. Students inspire me with their persistence in overcoming obstacles to reach their goals."

**Marjorie Whiteside,  
Academic Advisor**

# ACADEMIC ADVISING



## Academic advising helps you get prepared, stay informed, and be successful.

The Rollins College of Business employs professional advisors knowledgeable in all the business programs the college offers. You have your assigned advisor to guide you as you progress through your business degree requirements. Your advisor will assist you in creating an academic plan that supports your unique academic, personal, and career goals, while satisfying degree requirements. Meeting with your advisor to update your academic plan each semester keeps you on track and helps you stay informed about opportunities, changing prerequisites, and new course offerings.

In addition to helping you create your academic plan, your advisor can help you identify your strengths, provide support in overcoming obstacles, and empower you to make the most of your college experiences. They can also help you save money and time through their expertise. Developing a relationship with your academic advisor ensures you have access to all the information you need to accomplish your goals, keep your stress levels low, and graduate on time.

### See Your Advisor

Advisors are available to meet with you by appointment or during walk-in hours.

- Appointments provide one-on-one attention and are for long-term planning, discussing academic concerns, and tracking graduation progress.
- Walk-in hours are for quick questions.
- You may also email your advisor with quick questions.
- Appointments are scheduled through your MyMocsNet account.

### Your Academic Plan

Your academic plan keeps you updated on degree progress and serves as a quick reference to ensure you are on track with your anticipated graduation date. Your plan also provides a recommended course list for the upcoming semester and additional course options should you need them. Academic plans identify prerequisite coursework as well as specific grade requirements. An academic plan is your one-page map that takes you from today all the way through graduation.

### Make an Appointment

Schedule an appointment with your advisor:

- Each semester to update your academic plan
- For questions regarding degree requirements
- If you are experiencing registration issues
- For assistance with appeals and petitions
- For guidance on selecting or changing your major
- If you are considering a study abroad program
- If you are struggling in a course
- If you are having issues outside the classroom that impact your academics

## Decosimo Success Center Advising Hours

**Appointments**  
Varies by Advisor

**Walk-In Hours**  
10 a.m. to noon & 2 to 4 p.m. M-Th

Walk-In Hours are for quick questions and are available on a first-come, first-served basis. Appointments can be scheduled through your MyMocsNet account.

You may email questions about academic plans to your assigned Academic Advisor. Emails typically receive a response during regular business hours (not weekends or holidays). We strive to answer all emails within a 24- to 48-hour time frame, but during peak periods of activity (during priority registration for example), our response time may increase.

If you do not receive a response after 24 hours and require immediate assistance, you may call the Decosimo Success Center's Main Desk at (423)425-5111.



### Communicate Like a Professional

It will become second nature eventually, but here are some tips for effective and efficient communication with your Academic Advisor:

- Use only your UTC student email account, not personal accounts. Using your UTC email account helps protect your information and your confidentiality.
- Include your name and UTCID when you send emails or leave voicemails.
- Use the CC: feature when sending the same email to more than one person.
- Include all academic information relevant to your situation (department, course, semester, major, etc.).
- Use complete sentences, grammar, language, and punctuation. Remember, your messages may be forwarded as your advisor works to resolve issues and you don't want to develop a reputation for unprofessional communication.

### Succeed as a Student

As a student, you have responsibilities to ensure a successful relationship with your Academic Advisor:

- Schedule and attend required advising appointments each semester.
- Monitor progress in courses and seek out advising as soon as help is needed.
- Take ownership of your schedule, educational goals, and career plans.
- Come prepared to appointments and have questions ready.
- Use the course catalog, available online, to understand the degree requirements for majors you are considering.
- Take part in creating a plan that will lead to a timely graduation and follow it.
- If your Advisor makes a referral or asks you to complete a task, make it happen.
- Check your UTC email daily. Email is our main form of communication with you!





## We are committed to your success.

The Academic Advising team is here to support you. Academic Advisors follow guidelines to ensure a successful advising relationship. Our goal is to develop an alliance with you and offer our services to help you achieve your goals.

We have all the information you need on current prerequisites, course sequencing, and course offerings as well as academic policies, procedures, processes, and deadlines at the University and the Rollins College of Business. We pledge to provide accurate, program-based knowledge and assist in creating an academic plan that incorporates your major, minor, summer attendance, and desired graduation deadline. We will clearly explain general education, major, degree, and graduation requirements for your program. We will abide with FERPA guidelines to keep your account details secure.

### Are there issues arising?



The Academic Advising team can assist you in many ways. Are you having an issue with transferring? We are familiar with the petition process, plus we can refer you to other services, departments, or individuals as needed.

We are available for appointments to discuss academic advisement, answer questions, and discuss any academic performance concerns you may have.

We understand the university website, course catalog, class schedules, reporting tools, informational tools and other University resources to provide precise information. Take advantage of our expertise—we can save you time, frustration, energy, and sometimes even money.

**You can schedule an appointment with your Academic Advisor through your MyMocsNet account: First click the Academics tab, then the SSC Campus link, then click on the Get Advising button.**

## YOUR PARTNERS FOR SUCCESS

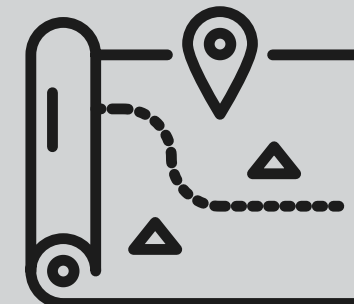


### Take Control!

As a student, you are in charge of understanding and following the policies outlined in the course catalog and the specific degree requirements for your program of study. While faculty or other University officials may offer advice on your educational path, you should reflect on the consequences of taking that advice before taking action. Take time to understand the effects of creating or changing your course schedules. Ask your Advisor questions to gain perspective. Take control!

### Missed Appointments

We know life happens, but please observe proper business etiquette if you have to miss a scheduled appointment. Advisors are excited to speak with you and prepare for each meeting to give the best advice to you. Once an appointment is scheduled, take the responsibility to attend or provide notice if you are unable to attend. Repeat offenders (after a third “no show”), will not register on time (yikes), so save the date.



### Follow Your Success Map

This guide provides a detailed Checklist for Success (Pages 26-27) that outlines actions you should take each academic year to help ensure your success. Take these steps seriously and you will thank yourself when you’ve graduated with no major hiccups and are on a path to a job that leverages the skills you learned at UTC. Earning a degree is an investment in both time and money. So, follow the path to success and go get your return on that investment!

# CAREER DEVELOPMENT



## CAREERS WITH MEANING

At the Rollins College of Business, we strive to live our mission daily and the Career Development staff at the Decosimo Success Center works to empower students to be business-world ready through multiple career development programs. Our mantra? You deserve a career that brings you joy and purpose, so let's get you ready to earn those jobs. Join us and

### Career Advising

We want to work with you and help you explore career options, connect with the business community, engage through experiential learning opportunities, and transition into a career that is successful and meaningful. After all, "what's next?" is one of the most critical questions for you as a degree-seeking student.

Through authentic engagement, we empower you to progress confidently toward graduation, take strides in your personal professional development, and launch meaningful business careers. We encourage you to meet with a Career Advisor early and often for support in exploring and engaging in the world of work.

Appointments are scheduled online at: [utc.edu/college-business/student-success-center/career-services](http://utc.edu/college-business/student-success-center/career-services).

### Exploring Majors

Are you wondering, "What can I do with this major?"

Take some time to explore each major and learn what careers each major prepares you for. Exploring majors also helps you understand the curriculum you can expect from each major and the career development support you have available. With this information, you can make more informed academic choices.

See the Undergraduate Advising link on the left banner of the Business Majors Organization on UTC Learn to watch the "Exploring Majors" video.

Need additional support? Make an appointment to talk through your options and pick up some *What Can I Do With This Major* advising documents from our Career Development lobby in the Decosimo Success Center on the 2nd Floor of Fletcher Hall. Take time to explore your academic options early to ensure you are in the right major and avoid switching majors, which can waste time and money.

## Jobs and Internships

The Decosimo Success Center's Career Development center posted more than 500 internships and job openings to students in the 2016-2017 academic year and we want to increase the number of positions filled by UTC students and graduates.

Please check your UTC email and register for Moc Links to see the exciting postings for which you are eligible. Information on registering for Moc Links is available in the Decosimo Success Center's Career Services office on the 2nd Floor of Fletcher Hall, or you can email Career Services to receive information. We also host interviews in Fletcher Hall. We can refer you to international internships as well. We even offer academic credit for internships (restrictions apply). You should be pumped about launching a career through the Rollins College of Business!



### Need Quick Advice?

Sometimes we can see you right away in our office. We are good with answering emails quickly too. But we've also created some great career advising documents to assist you and these are available in the Decosimo Success Center's Career Services lobby. Topics include:

- Career Exploration
- Self Exploration
- Networking
- Resumes
- Cover Letters
- Interviewing/Job Searches

These are perfect for when you need a nudge in the right direction, or if you are just getting started. Either way, come back to Career Services when you are ready to have a more in-depth conversation about career development. Whatever your needs, we are here to listen and provide the support you need to confidently get on the path to a great career.

# CAREER DEVELOPMENT



## EVENTS and OPPORTUNITIES

### Bridge Events

Through Bridge Luncheons, Bridge Mixers, and Bridge Dinners, the Rollins College of Business opens its doors to businesses that want to connect with current students, pending graduates, and alumni. These events are used by companies as recruiting opportunities.

The Bridge event series brings business students and local or regional organizations together in an intimate setting where candid and interactive dialogue occur. Bridge events are by invitation only based on the criteria set by the sponsoring organizations. You will receive emails via UTC email requesting an RSVP if you plan to attend.

Bridge events are also great places to practice business dining etiquette and meet area VIPs to expand your network!

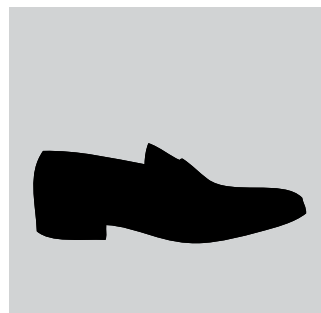
### Internship Symposium

Students who participate in an internship for academic credit are required to give short presentations to faculty, staff, and their supervisors. Participants describe their internship experiences and company history as part of the assignment.

All Rollins College of Business students are invited to attend to learn more about local, national, and international companies where our students have landed internships and how these internships have shaped the career paths of fellow students.

Attending the symposium is a great way to help you discover what internships are available and what companies participate in our program. Plus, local employers attend, so you have an opportunity to network and meet with local professionals who might be looking for their next intern.

Refreshments are served and attendees can stay to network for as long as they wish.



### Rollins College of Business Career Closet

As a college student, you may need professional advice AND financial support in making the right impression. We created the Career Closet to provide access to gently used (and sometimes new) professional clothes. We offer up to two full outfits free of charge to our business students.

Just ask any Decosimo Success Center team member to gain access to the Career Closet. It's amazing what a good outfit can do for your confidence!

## EVENTS and OPPORTUNITIES

### Resume Week (September and January)

Resume Week features two types of events over a four-day period: Resume Drop-Ins and Real Resume Reviews.

For Resume Drop-Ins, you'll bring a copy of your resume for a 15-minute review by a Decosimo Success Center associate.

At the Real Resume Reviews event, we invite 30 or more professionals to campus. You bring your resume to give hiring managers and recruiters from participating companies a chance to critique your resume during a 15-minute review. This also gives you the opportunity to network one-on-one with a

variety of high-impact business people.

We encourage you to dress professionally and bring a business card to make a great first impression.



### Moc Interview Week (October and February)

Like Resume Week, Moc Interview Week incorporates two different types of events over a four-day period: Moc Interview Drop-Ins and Quick Questions. For Drop-Ins, you will bring a copy of your resume and meet with a Career Services associate in a nearby private office to participate in a 20-minute mock interview. This is a good option if you are new to interviewing or if you want to prepare for the networking opportunities presented in the Quick Questions event.

For the Quick Questions event, we invite 15 professionals to Fletcher Hall over a two-day period. You will bring your resume and participate in a 20-minute mock interview and network with local hiring managers and recruiters.



# CAREER DEVELOPMENT



## WORKSHOPS and PROGRAMS

Career Development in the Decosimo Success Center offers a variety of programs and workshops to help you find the right major, prepare for success and launch a successful career. Watch your email for opportunities throughout the academic year.

### Business Card Workshop



If you are in or entering networking mode, this workshop is for you. We'll uncover your key skills and integrate them into a quick pitch to use in networking. Then you will learn how and when to use a business card. Finally, you will use a UTC template to create business cards. At no cost to you, we will print 250 cards for you. This workshop is offered at the start of fall and spring semesters and is limited to 30 students. An invitation to join the business card workshop will be sent to your UTC email inbox and an RSVP is required to attend.

### Resume Workshop



A cornerstone to any viable career hunt is a solid resume that clearly articulates your skills, objectives, and marketplace value. To develop a targeted resume, you need to “unpack your brain”, understand what you have to offer companies, and put it all in writing. With the support of a career development associate, students create high-impact resumes targeted to their unique goals. Resume workshops are offered two times each semester. An invitation to join the workshop will be sent to your UTC email inbox and an RSVP is required to attend.

## CareerLeader Assessments



As a business student, you have access to take CareerLeader, an online assessment that helps you identify specific career titles that are likely a good fit for you based on evaluations of interests, motivators and abilities. It also explores which organizational cultures you might be most comfortable with and thrive in.

CareerLeader also provides concrete advice to plan and implement strategies to achieve career goals, such as industry profiles. Business majors can access this service one time at no cost, typically a \$95 expense. These workshops are offered four times each semester. An invitation to join the workshop will be sent to your UTC email inbox and an RSVP is required to attend.

## Academic Internships

Internships are one of the very best ways for you, as a student, to grow professionally. Recruiters expect to see an application of your academic knowledge through work experience on your resume. Internship programs are often used to “test drive” candidates for full-time employment following graduation. Plus, a student with experience displayed on his or her resume can compete for higher salaries than a student who chose not to participate in an internship. On top of all this, internships tend to pay as well as or better than a typical part-time job. What's not to love?

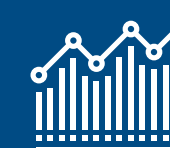
We get it—balancing school and an internship can be hard. So, the Rollins College of Business makes it easier by offering academic credit for your internship. Experiential Learning (ACC/ECON/MKT/MGT/ENT/FIN3900r) is an elective course where you receive valuable work experience through an internship while achieving academic outcomes under the guidance of a professional.

You will reinforce your education by gaining real world practice, strengthening technical abilities, instilling ethical and collaborative behaviors, applying critical/creative thinking and building confidence. Meanwhile, you also develop realistic expectations about the workforce domain and fundamental knowledge in your field.

The Decosimo Success Center advertises internship positions via your UTC email and posts positions on Moc Links. You can also find an internship on your own! Once you land the internship, apply for a 3900r class that aligns with your major. To earn credit, you will complete a few assignments, including a short paper detailing the experience, a journal that reflects on your internship experience, and a brief presentation during our Internship Symposium at the semester's end.

A maximum of three credit hours may be earned through one internship position in a semester, with an overall maximum of six hours total allowed. For all majors, there is a minimum cumulative GPA of 2.75, a minimum of 60+ earned credit hours, and the approval of internship coordinator and department head is also needed. An application process is required and documents can be accessed through the Business Majors Organization on UTC Learn or online at: [utc.edu/college-business/student-success-center/internships](http://utc.edu/college-business/student-success-center/internships). Please note that there are also class prerequisites set by each major.

We hope you will take advantage of the Academic Internship program and build the experience that will get your career off to the best start!



# CAREER DEVELOPMENT



## Business Mentor Program

At the Decosimo Success Center, we provide resources to help you become “Business World Ready” as you launch your career. One of those resources is the Business Mentor Program available to sophomore, junior, senior, and graduate students.

In the mentoring program, experienced professionals support students who are paired in a mentoring relationship based on common professional interests in order to guide students toward best practices for career success. The program provides a unique opportunity for professionals to counsel and influence the next generation of business leaders and increase the workforce readiness of future recruits.

The objectives of the mentor/mentee relationship are to help students:

- Bring career goals into focus and become ready for the workforce
- Increase business connections and network strategically
- Enhance professional communication and development
- Open doors of opportunity for future internships, jobs and career success

Think you are too busy to participate? Undergraduates can participate in the program for academic credit (one credit) through BUS 2900, Experiential Learning: Business Mentor Program. Isn't that convenient? The course integrates academic learning with business world application and experiences. Students meet in class for one month to prepare for the mentoring relationship and then pair with mentors for the remaining weeks of the semester.

If you are looking for guidance, a professional perspective, or a networking opportunity that goes beyond the norm, consider joining the Business Mentoring Program next semester! We are lucky to have a very supportive business community in Chattanooga and have some of the city's brightest and most connected on board to support our students in a mentoring capacity.

For a list of our Rollins College of Business mentors, please visit:  
[utc.edu/college-business/student-success-center/trail-guides-mentor-program](http://utc.edu/college-business/student-success-center/trail-guides-mentor-program).

Have questions about which career might be right for you? Have questions about internships or mentors? Schedule an appointment with Career Development: [utc.edu/college-business/student-success-center/career-services](http://utc.edu/college-business/student-success-center/career-services).

# ACADEMIC INTEGRITY



## Student Conduct, the University Honor Code, and the Importance of Integrity

Ethics and integrity play a key role in your academic and professional development and success. Each student is obligated to exert every effort to ensure that the Honor Code is upheld by himself/herself and others. Each student becomes subject to the rules and regulations of the Honor Code upon registration.

UTC provides a variety of resources to help you understand the student conduct system:

“The Student Conduct system at the University of Tennessee at Chattanooga (UTC) can be a pivotal component in a student’s development and success. The system is intended to educate students about acceptable behavior and ethical decision-making. The Student Conduct system provides students with the opportunity to:

- Learn about themselves and others;
- Adhere to and respect the established community standards;
- Maintain or restore a positive standing with the University and/or greater Chattanooga community.

The University intends for the system to provide an educational experience that fosters individual growth and development, as well as an ethical framework the student can use to be successful in their academic, social, and personal life.” (University of Tennessee at Chattanooga, 2017)

“The Honor System is designed to foster a campus-wide climate of honesty and integrity in order to insure that students derive the maximum possible benefit from their work at The University of Tennessee at Chattanooga. The student becomes subject to the rules and regulations of the Honor Code upon registration. Each student is obligated to exert every effort to insure that the Honor Code is upheld by himself/herself and others.

**Honor Code Pledge:** *I pledge that I will neither give nor receive unauthorized aid on any test or assignment. I understand that plagiarism constitutes a serious instance of unauthorized aid. I further pledge that I will exert every effort to insure that the Honor Code is upheld by others and that I will actively support the establishment and continuance of a campus-wide climate of honor and integrity.”* (UTC 2017, 4)

To learn more about the philosophy behind the student conduct system and the Honor Code, visit: [utc.edu/dean-students/conduct/](http://utc.edu/dean-students/conduct/)

University of Tennessee at Chattanooga. “Student Conduct.” Aug. 15, 2017. [utc.edu/dean-students/conduct/](http://utc.edu/dean-students/conduct/)

UTC. 2017. *Student Handbook*. [utc.edu/dean-students/pdfs/academics16.pdf](http://utc.edu/dean-students/pdfs/academics16.pdf)



# PROFESSIONAL BEHAVIOR

**Exhibiting professional behavior is one of the easiest and most effective ways to set yourself up for success**—both academically and in the business world. Follow the tips below to show that you're a pro.

- Keep your personal email address professional: When corresponding with professionals outside of UTC, especially during the job search, be sure that your personal email address remains as simple and professional as possible. (Ex: john-doe@email.com)
- Keep your online persona 'clean': Yes! Employers are checking your social media accounts. Ask yourself: Would I want my future employer to see this?
- Attend a Business Card Workshop and create business cards that allow you to present contact information in a professional manner.
- Dress for Success: Have you ever heard "dress for the job you want?" Put your best self forward in clean, pressed clothes and shoes that are clean and polished. Refrain from using strong perfume/cologne and never chew gum in an interview!
- Be on time: It is good practice to plan to arrive at your destination at least five minutes early to ensure you are on time! You don't want to waste anyone else's time by not being punctual.
- Arrive prepared: Whether you are going to class, a meeting, or a job interview you should always be prepared! If materials are given ahead of time, review what is going to be discussed so that you are prepared to ask and answer questions.
- What is a Professional MOC? A Professional MOC follows three simple guidelines. A Professional MOC is:
  - M**otivated: enthusiastic and determined to achieve success.
  - O**rganized: has his/her things in order and deals with tasks efficiently.
  - C**ompetent: has the abilities, knowledge, and skills to succeed.
- When invited to a professional event, always RSVP. You should RSVP not only to attend an event, but also if you must decline. If you accepted an invitation to attend an event, you should certainly attend. Accepting an invitation and not showing up to the event is much worse than declining the invitation. If missing an event at the last minute is unavoidable, let the host know prior to the event.

# NETWORKING

## NETWORKING

Networking is simply getting information or developing contacts from people you know. The process is no different than trying to find out about a movie or a good place to go for dinner. You ask around, and sooner or later you find someone who knows somebody who can provide the information you seek. Similarly, everyone knows someone who can help him or her in the job search process.

Networking is not contacting everyone you know when you are seeking a new job and asking if they know of any job openings. Instead, it is an exchange of information and the building of a relationship. When you develop a networking contact, you may not have any pertinent information to share immediately; however, you can always be available to help in the future.

### Networking Tips

Remember, you are not asking for a job. Some contacts may be resistant if you approach them with the sole intent of obtaining a job in their companies. They might not be in a position to offer you a job. Instead, your goal should be to obtain advice, information, and referrals in the industries or organizations you have targeted. Leverage contact names as a door-opener. Use names you are given to get a contact in your chosen field, but make sure you ask permission first. Then, with the person's permission, you can lead with, "Jenny Jaguar suggested I contact you." Most people are flattered by requests for help or guidance. However, do not hound potential contacts with constant messages or emails. Busy people need time to respond.

Use the opportunity to learn as much as you can. This process will prepare you for actual job interviews. Spend time preparing questions and conducting informational interviews with key contacts. Always ask for other contacts. The name of the game in networking is to talk to as many people as possible. You can ask your contacts if there is anyone else they know who may be able to offer you advice and information. Be certain to follow-up on every lead you get and acknowledge your appreciation (send thank you notes!) for the assistance that you have received.

# INTERVIEWING

## The Job Interview

The interview provides an opportunity for the applicant and the employer to exchange information. It enables the employer to find an employee whose knowledge, skills, and personality traits fit the qualifications for the position.

Job applicants have the opportunity to determine if the position will meet their expectations.

A good resume gets you the interview. A successful interview gets you the job.

## Preparing for the Interview

### Research

Do your homework! The applicant who can express knowledge of the company during the interview is at an advantage. The following is a guideline for information that should be researched before the interview.

- Major competitors
- Size of company
- Product line/services
- Number of employees
- Organizational structure
- Union/non-union organization
- Major clients
- Major competitors
- Company history

### Prepare Responses

Many interviews involve questions about your skills, your behaviors, and case questions. Think through what questions you might be asked and prepare your responses. Practice those responses so that you can tell your story in the best possible way.

### Plan What to Wear

Put your best self forward by planning your attire. (See our helpful tips on the next page.)

### What to Bring

- Extra copies of your resume
- Your business cards (Participate in our Business Card Workshop to create your own.)
- A notepad or professional binder and a pen
- A list of references
- Any information you might need to complete an application
- A portfolio with samples of your work (if relevant)

**Don't forget to follow up with a thank you note after your interview.**

## DRESSING for the INTERVIEW

Before you say a single word to the interviewer, you have already made an impression based on how you're dressed. Strive for a neat and clean appearance in the interview. It is important to dress appropriately for the job for which you are applying. Many times this means dressing in a more conservative fashion than your usual style.

### Clothing:

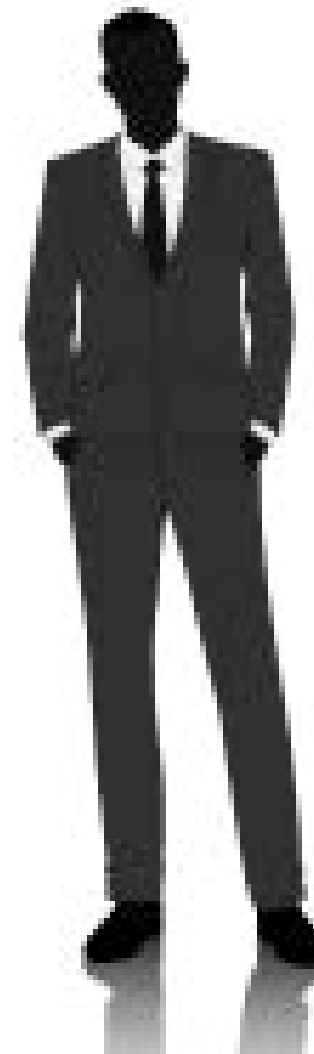
- Clean and pressed
- Conservative in color and pattern
- Men: Suit or sport jacket, dress shirt, and tie
- Women: Suit with skirt or pants and jacket, or business-like dress (skirt length at or just below the knee)

### Shoes:

- Clean and polished
- Conservative style

### Jewelry:

- Limited in quantity
- Conservative style (avoid large flashy items, clinking bracelets, dangling earrings, and watches with alarms)



*Hair should be neat and clean.*

*A dark-colored suit with a light colored shirt is generally the best option.*

*Your suit should be comfortable and fit you well so that you look and feel your best.*

*Your shoes should be in good condition (not scuffed or run-down at the heel). For women, avoid very high heels.*







## USING Handshake TO FIND AN IDEAL CAREER FIT

Handshake is an exciting resource at UTC that is able to get you connected to your emerging career community. Handshake is a modern career platform that empowers you to find the best roles for your unique goals and equips you to show off your potential to employers while enjoying a personalized experience based on your interests and feedback. UTC Students can use Handshake's simple yet powerful search tools and alerts to find the ideal fit for the criteria you set from local employers or companies nationwide seeking to hire a Moc. Students are able to register for job/internship search assistance using Handshake, and also conduct career exploration as well.

### To get started:

- Go to [utc.joinhandshake.com](http://utc.joinhandshake.com) and click "login with your UTCID and join."
- Once approved as a UTC student, fully complete your personal profile so you stand out to employers and tailor your preferences so you receive info you actually want.

### Customize your profile and set your preferences:

- Once it looks polished and ready to share, set your profile to Public (setting can be found right under your name on your account).
- Set your notification preferences so you don't get too emails that do not interest you.
- Download the app on your phone to get personalized notifications on the go.
- Browse around and set alerts once you find something that intrigues you! Stay on track to discover internships, gigs, and career roles you will love!

Ready to begin? Click this code on your phone to jump right in:



# STUDENT ORGANIZATIONS

## Student Organizations

Participating in a student organization is an excellent way to connect with other students and develop potential networking connections. Each organization focuses on a specific profession and hosts several events each semester.

**American Marketing Association (AMA)** - Dedicated to connecting members to the various fields of marketing and to prepare for real world experience by offering professional networking opportunities and developing engagements with local businesses.

**Beta Alpha Psi (BAP)** - A national honor society for accounting, finance and information systems majors that recognizes academic excellence and complements members' formal education by providing interaction and networking among students, faculty and professionals.

**Collegiate Entrepreneurs Organization (CEO)** - A source of inspiration, information and support for students interested in innovation and entrepreneurship.

**Economics Club** - Assists in the professional, educational, and social development of college students interested in economics and encourages interaction between business executives, faculty and students.

**Institute for Managerial Accounting (IMA)** - Helps students network with local professionals and to be exposed to a variety of experts who will speak on topics relevant to accounting student advancement.

**Financial Management Association (FMA)** - The most widely recognized international organization for both professionals and students in finance.

**Student Managed Investment Learning Experience Fund (SMILE)** - The SMILE Fund is a \$600,000 portfolio established by the UC Foundation. Students apply each fall to participate and gain valuable exposure to the field of portfolio management through the management of the SMILE fund.

**Society for the Advancement of Management (SAM)** - Provides an opportunity for members to increase management skills and expertise through participation in programs and services designed to improve the professional quality of their knowledge, performance and leadership ability.

**Society for Human Resource Management (SHRM)** - Build and sustain partnerships with human resource professionals, media, government, non-government, business and academic institutions.

**Trading and Investment Club (TIC)** - To promote best practices in portfolio management, trading and investment by cultivating intelligent investing and trading strategies in a real-world global setting.

# CHECKLIST FOR SUCCESS

## *FRESHMEN:*

- Take a career assessment to help ensure your intended major meets your needs. Do it early to save time. Switching majors can really slow you down...
- Start researching careers in your field of study, even if you have a firm concept of where you want to be after graduation.
- Get strategic advice on how, when, and where to network so you can start building your professional circle. Remember that who you know is almost as important as what you know!
- Meet with your Academic Advisor each fall and spring semester to make sure your academic plan is up to date and that you're on track.
- Through the Decosimo Success Center, complete multiple Freshman Touch Points.
- Pay your course fees on time to avoid cancellations.
- Set a goal to earn great grades in your Gen Ed classes so your GPA is high when you begin your business classes (and courses can get harder to ace).
- Master time management early to balance productivity and an active social life.
- Plan to finish and finish on time. Your weekly earnings will likely increase by about 40% by moving from a high school diploma to earning a Bachelor's degree!
- Get involved with student organizations now to prepare for leadership roles in the future.

## *SOPHOMORES:*

- Meet multiple business professionals whose career titles interest you to gain a better understanding of your options for internships as a Junior/Senior and after college.
- Consider registering for our mentoring program (BUS2900) which allows you to connect with a local professional for a semester while earning academic credit.
- Get involved! Join clubs focused on your major early. You'll be so much better connected, informed, and memorable to faculty and local employers than if you don't.
- Talk to your Academic Advisor about registering for the Success Seminar (BUS3410) for your junior year. The Success Seminar focuses on career readiness.
- Build a LinkedIn profile to attract employers while managing your professional circle.
- Consider studying abroad to expand your cultural horizons, explore new career possibilities, and engage in a life-transforming experience while staying on track for school.
- Dress for success. Begin to build a professional wardrobe. Make it a goal to have at least three interview-ready or networking-worthy outfits to lean on. Stop by the Decosimo Success Center's Career Closet for access to free professional clothing you can keep!
- Meet with your Academic Advisor each fall and spring semester to make sure your academic plan is up to date and that you're on track.
- Pay your course fees on time to avoid cancellations.

## Ready to take charge?

Follow these steps each year to be successful as a student and as an emerging professional. Talk to your Academic Advisor and your Career Advisor for more information.

## *JUNIORS:*

- Keep building your network! Use informational interviews, job shadows, and the mentoring program to engage with the business community of Chattanooga. Also, get out of Fletcher Hall and visit professional associations.
- Make business cards to use when networking. We even provide a Business Card Workshop at the start of every semester to make this one easy.
- Experience counts. Secure an internship or fellowship in your field of interest. Even if it isn't a perfect match for your career goals, you will learn much about yourself and the business world while gaining invaluable experience for your resume. You may even gain academic credit for an internship. It's a total win-win. (Don't forget to talk with your Academic Advisor about how this will impact your academic plan.)
- Resumes are essential. Create a polished and comprehensive resume that targets your field of choice. A great resume is an essential document in your career launch - take the time to make yours amazing.
- Learn how to write a great cover letter. No two should look alike!
- Hone your interviewing skills. A stellar interview performance is the number-one reason a hiring manager chooses to hire someone or release them from candidacy, so learn how to connect and prove your worth in the interview room.
- Meet with your Academic Advisor each fall and spring semester to make sure your academic plan is up to date and that you're on track.
- Pay your course fees on time to avoid cancellations.

## *SENIORS:*

- Take a deep breath. Being a Senior can be both exhilarating and frightening. If you're stressed out, let us know so we can support you. We have resources that can help you work through obstacles.
- The career advisors in the Decosimo Success Center can assist you in conducting a thorough and methodical career search. You will have access to job openings almost daily during the school year.
- Fortify your professional skills. There are skills every manager wants to see in a new hire, so understand the characteristics they want to see you demonstrate in an interview and beyond. Challenge yourself to be the best you possible.
- Be active in your major's club and consider serving as an officer.
- Finish strong with a GPA that will attract employers.
- Evaluate job offers and confidently navigate through your first year as a professional.
- Meet with your Academic Advisor each fall and spring semester to make sure your academic plan is up to date and that you're on track.
- Apply for graduation on time to avoid a \$50 late fee.
- Pay your course fees on time to avoid cancellations.

## Learn more:

Learn more about the programs and services offered by the Decosimo Success Center: [utc.edu/college-business/student-success-center/](http://utc.edu/college-business/student-success-center/)





# GARY W. ROLLINS COLLEGE OF BUSINESS

UNIVERSITY OF TENNESSEE AT CHATTANOOGA

## JOSEPH F. DECOSIMO SUCCESS CENTER

Empowering, enriching, and engaging  
students in the Gary W. Rollins College of Business.

### Contact Information

#### The Gary W. Rollins College of Business (Main Office)

(423) 425-4313 / 300 Fletcher Hall  
utc.edu/rollins

#### Joseph F. Decosimo Success Center in the Rollins College of Business

(423) 425-5111 / 2nd Floor Fletcher Hall

### Campus Resources

**Mocs One Center:** Includes the Bursar's Office (fee payments, refunds, and more), Financial Aid and Scholarships Office, Records Office  
(423) 425-5880 / 124 University Center

**Counseling & Personal Development Center**  
(423) 425-4438 / 338 University Center

**Disability Resource Center**  
(423) 425-4006 / 108 University Center

**Housing**  
(423) 425-4304 / Stacy Town Center

**Student Health**  
(423) 425-2337 / Maclellan Gym

**Tutoring Information**  
(423) 425-2653 / 335 Library

**Bookstore**  
(423) 425-4107/University Center

**Parking**  
(423) 425-4051/274 University Center

**International Programs**  
(423) 425.4735/203 Hooper Hall

**Women's Center**  
(423) 425-5648/350 University Center

**Student Government Association**  
(423) 425-4296

