



| **University of Tennessee at Chattanooga**

Parent and Family Association Guide 2023-2024

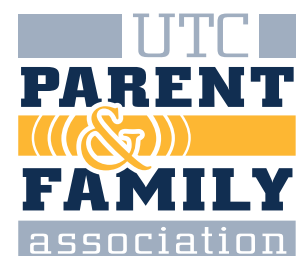


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section 01

Welcome

Introduction

Welcome from Stacie Grisham
Interim Vice Chancellor
Enrollment Management and Student Affairs

“Welcome UTC families! We are both excited and honored for your student to pursue their education at our university. At UTC, our students are the reason we exist. As we embark on this new journey together, we have one shared goal with your family: the success of your student. We hope this guide provides you with some helpful information and campus resources to benefit your student’s experience. We recognize the college experience can be a period of change for both students and families. Every season and semester will likely bring different opportunities and adjustments, but we know your family will play a critical role in supporting your student’s journey. This guide will help you empower your student to make the most of their college experience by introducing you to the many services, organizations, and programs designed to help them navigate the college transition, get engaged on campus, and build connections that will last a lifetime. We are excited to watch your student grow and thrive while they are with us, and we are here for your student and family if you encounter issues along the way. On behalf of our campus community, welcome to the Mocs family!”

Introduction

**Welcome from Hannah Turcotte
Assistant Director for Student and Family Engagement**

“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.

The Association is here to support our students and parents with frequent communication, newsletters, PFA Live Chats, and events. Our goal is to keep you connected and informed, and we sincerely appreciate your engagement.

Our team has identified focused topics and themes you and your student will find relevant to the UTC experience. We hope you learn from the staff experts we’ve included and are able to utilize the resources, tips and conversation starters throughout this guide.

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!”

UTC Parent and Family Association

Sponsored by the Office of Student and Family Engagement and the Division of Enrollment Management and Student Affairs, the UTC Parent and 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.

**MAKE SURE TO
CONNECT WITH US!**

utcparents@utc.edu

423-425-2321

Social Media: @utcparents
Facebook and Instagram

MOC-TIONARY: Glossary of Common UTC Terms

Academic Adviser: College staff or faculty member who assists students (advisees) with course selection, developing an academic plan, and providing advice regarding careers and/or graduate school.

Academic Honesty/Honor Code: Ethical standards applied to all students regarding conduct related to academic performance -- on papers, tests, etc. Some colleges have detailed codes of conduct and honor codes. Penalties vary from failing the work in question to expulsion from the institution.

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

Add/Drop: A short time period at the beginning of the semester in which students may add or drop courses from their schedules without them showing up on their transcript.

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.**

***Class Standing:* Refers to a student's official year in school -- first-year (freshman), sophomore, junior, or senior -- based on the number of college credits completed.**

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

***Concentration:* An area of specialization, focusing on a core number of classes in a very specific field. In some majors, students need to choose at least one concentration.**

***Course Name/Number:* A cataloging system that contains a series of letters and numbers to designate a course by the department that teaches it and the academic level. For example, ENGL 1010 is a freshman-level course taught in the English department.**

***Course Section:* When the same course is offered multiple times in the same semester, each course is designated with a section number. For example, ENGL 1010-01, ENGL 1010-02, etc.**

***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 Cross-roads 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.**

***Dean:* The top administrator and academic officer within a college or school.**

***Dean's List:* A high academic honor that is awarded each semester based on student GPA.**

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

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

***Faculty:* Instructors or professors who teach college courses.**

***FAFSA:* Free Application for Federal Student Aid. A form completed by current and prospective college students (undergraduate and graduate) in the United States to determine their eligibility for student financial aid.**

***FERPA:* Family Educational Rights and Privacy Act. Federal law that protects the privacy of student education records.**

***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 Education:* Set of required curriculum/courses that all students are required to take, including courses in math, English, science, communication, culture, society, etc.**

***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.**

***Hold:* A hold (or registration hold) can be placed on a student’s account due to academic dismissal, not fulfilling required faculty advising, a disciplinary problem, money owed to the University, failure to return library books and/or other supplies, or non-compliance with housing and health center regulations.**

***Honors:* The Honors Program at UTC provides intellectual challenges, resources and support to highly able and motivated students, while encouraging service and leadership for the public good.**

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

***Incomplete Grade:* A temporary grade that faculty can award a student who, for reasons outside his or her control (illness, death in family, etc.) cannot complete all coursework and assignments in a given term. Students have one semester following the incomplete to complete the course requirements.**

***Interdisciplinary Studies:* Programs, majors, minors that use a combination of classes from two or more academic disciplines, often to compensate for not having the resources for a complete program.**

***Internship:* An opportunity for students to gain critical real-world, hands-on experience in their chosen field of study.**

***Lab/Laboratory Class:* Learning environment in which hands-on work is completed, typically in science and foreign languages. Is often tied to a lecture portion of a course.**

***Major:* A concentration of courses that is a student’s primary course of study. Students must major in a subject while in college.**

***Mid-Term Exams:* An exam given toward the middle of the term. Often used to establish mid-term grades.**

***Minor:* A secondary course of study, typically with a concentration smaller than a major, that a student chooses**

to enhance his or her major or simply to pursue a subject of interest.

***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 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.**

***Non-Credit Course:* A course in which no credit is offered toward degree requirements.**

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

***Placement Tests:* Tests used by the institution to gauge a student's level of proficiency in a subject area in order to place him/her in the appropriate level of coursework. Sometimes a student can exempt courses by doing well on placement tests.**

***Plagiarism:* A major form of academic dishonesty that occurs when a student uses the words of another person without attribution, passing them off as their own.**

***Postsecondary:* Refers to all educational programs after high school, including technical schools, community colleges, and four-year colleges and universities.**

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

***Probation:* The academic status of a student when their GPA falls below a 2.0.**

***Provost:* The senior academic officer of a college or university.**

***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.**

***R:* The letter R on a student schedule represents Thursday.**

***Registration:* When students enroll (register) for classes for an upcoming academic term.**

***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.**

***Rubric:* A scoring guide used to define what is expected and what will be assessed to evaluate an assignment.**

***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.**

***Study Abroad:* College coursework that students take outside the U.S., providing a great opportunity to experience foreign cultures and travel.**

***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.**

***Undecided Student:* A student who enters college with an undeclared major.**

***Undergraduate Student:* College student who is pursuing an associates or baccalaureate degree.**

***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.**

***Withdrawal:* Typically refers to the dropping of a course (or all courses) for which a student is registered in a given term. These courses will show up as a "W" (withdraw) on the student's transcript.**

***Work-Study:* A Federal financial aid program providing part-time employment to students based on the financial need of students and available jobs within the university.**





section 02

Independence and Transition

Independence and Transition

Introduction by Jason Harville

Assistant Director of the Office of Student Success Programs

“I am delighted to welcome you and your student to UTC. Your student is not the only one going through a big life change right now, you are as well. And with any transition, there will be changes and the stress that comes with that. UTC has many resources to help you and your student adjust to college life. Encourage your student to reach out to one or several of the offices listed in this guide when they need help. The sole focus of many staff members is to help students. We’re here for you and your student anytime.

As your student is starting a new chapter in their lives, you may have some feelings of excitement and uneasiness. All of this is normal. Remember that just because your child is entering an exciting new phase, it doesn’t mean that they don’t need you. The support and guidance from their family makes a huge difference in the success of a student. Use this guide as a resource to keep yourself informed and help your student. With all of us working together, your student will have a much better chance of having a great college experience.”

| Independence

For many students, college is the first time that they live away from home for an extended period of time. Now they're in charge of their own time, budget, chores, living space and more. College is a time for students to explore their newfound independence, experience personal growth and learn to handle new responsibilities.

While it may be hard, trust that you've done a good job parenting your child and they are ready for college life. When your child starts this new phase of their life, there may be some stumbles, but that's okay and all part of the process of learning who they are.

Your time as a parent is not over, but your role is changing a little bit. Be supportive and engaged with your student, but also realize that they need to take responsibility for their own decisions. Think back to when your student was learning to drive. They were in the driver's seat while you provided support and guidance from the passenger seat. You are now in the passenger seat as your student drives their own decisions, goals and habits.

| Homesickness

Your student will most likely be very excited to attend college when they first arrive on campus, but it's not unusual for them to experience homesickness at some point. This feeling is normal. College can be challenging and some days your student will long for the comforts of home. The best way to help your student is to offer your support. Be available and supportive, letting them know what they're feeling is normal and helping them feel confident that they can work it through.

Encourage your student to build more connections on campus. UTC has more than 120 student organizations, so no matter what your student is interested in, there's a place for them. Student organizations are a great way for your student to make friends and often, the more friends they have, the less homesick they'll feel.

| Returning Home

The transition from campus back to home can be challenging. For the past semester, your student has been living an independent life and living under your roof (and rules) again will be an adjustment. Take care to ease back into an everyday relationship with your student.

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

| Student Outreach and Support

utc.edu/sos

The Office of Student Outreach and Support (SOS) advocates for and supports students experiencing challenges in their personal and/or academic lives. SOS staff help students navigate university administrative processes; connect with university and community resources; and develop coping, resiliency, and self-advocacy skills. SOS also educates faculty and staff on how to work with students of concern, including how and when to make appropriate referrals.

| Scrappy's Cupboard

utc.edu/scrappys-cupboard

Scrappy's Cupboard is the on-campus food pantry that provides emergency food assistance and referrals to all registered UTC students who are experiencing food insecurity. Scrappy's Cupboard is coordinated by the Office of Student Outreach and Support, and run by faculty, staff and student volunteers from the UTC community.

| Student Emergency Fund

utc.edu/sef

The Denise and Tim Downey Student Emergency Fund was started to provide limited emergency funding students experiencing financial hardship (e.g., accident, emergency, illness, other unforeseen event).

Funds may be utilized to cover expenses such as:

- **Essential academic needs (e.g., books and supplies).**
- **Replacement of lost personal items due to fire, theft, flood, etc.**
- **Housing needs (e.g., securing short-term housing, security deposits, assistance with utilities, etc.).**
- **One-time / non-recurring medical expenses.**
- **Emergency expenses related to dependents (e.g., childcare).**

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

| Fall Family Weekend October 20-22, 2023

Please join us for our annual Fall Family Weekend this October! Fall Family Weekend is the ideal opportunity for families to spend time with their student, explore Chattanooga and enjoy a weekend of great events that showcase what UTC has to offer.

VISIT THE LINK:

utc.edu/ffw

Living with Someone with a Different Background

Sharing a living space with roommates for the first time can be challenging. And what should your student do if they find out their roommate is very different from them? Here's some tips from Kathryn Mortensen, associate director for residence life, and Chris Stokes, assistant director of multicultural affairs.

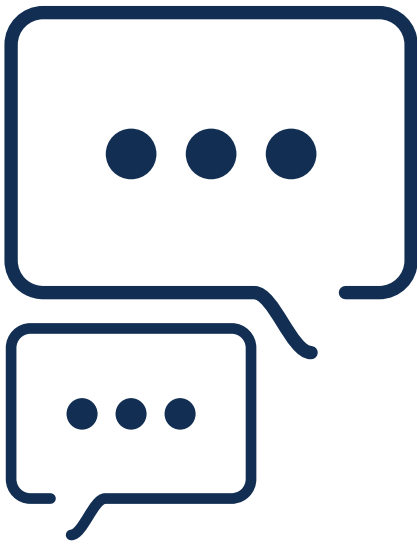
Keep an open mind

The UTC student body is diverse. There's a very good chance your student's roommates may be from another race, ethnicity or culture or have different abilities, lifestyle or ideology. Remind your student that diversity will enrich their college experience and encourage them to be open to and respect the differences between themselves and their roommates.

Communicate early

Encourage your student to reach out to their roommate(s) before move-in day. Have your student take time to get to know their roommate as a person. Learn what their roommate needs or expects from their living situation. Establish guidelines and boundaries on cleanliness, visitors and late night noise early will help prevent issues later in the school year.

Building a sense of respect in the space your student will be sharing with their roommates will lead to a healthy and safe environment for learning and development. Living and learning with others who may be from different backgrounds can also allow students to develop skills they will need as they enter the workforce in the global economy.



Conversation Starters

What are you looking forward to most about going to college?

What are some of your goals for your first semester?

How will you go about managing your time and tracking assignments to stay on track?



section 03

Academic Success

Introduction

Brad Bond
Assistant Director of Academic Support

“We are truly excited to have you as a UTC parent or family member! College is a period of transition for both you and your student and we realize it’s important to know that your student is on the right path to academic success. While success may look slightly different for each student, the goal of graduation is the ultimate measure of success for all. Students often depend on the support of friends and family while on their college journey. With that in mind, please know that UTC faculty and staff are a further extension of that support.

UTC works hard to provide our students with access to academic support resources that will enhance their ability to learn and achieve their academic goals. Your student may inevitably encounter an academic challenge during this time of their life. We hope that every student openly shares those difficulties with you and/or with an academic support program on campus. We hope that this resource guide will empower you with the academic support information that you need to bridge the gap between being a caring family member and being an informed promoter of academic success resources at UTC.”

Center for Academic Success and Advisement

utc.edu/casa

The Center for Academic Success and Advisement (CASA) provides everything a student needs to succeed academically at UTC. Academic advisors offer guidance and support and connect students to campus resources. Whether your student needs help deciding on a major or is unsure about what classes they need to graduate, someone can help at CASA. The center also provides academic coaching, supplemental instruction and tutoring.

Disability Resources Center

utc.edu/disability-resource-center

The Disability Resource Center (DRC) provides leadership in ensuring equal access to all facilities, programs and services of UTC. Reasonable accommodations for students are made through an interactive and deliberative process based on the functional limitations of the disability. The staff also leads the campus in discussions about facility access, future building and growth of the campus, equal access in virtual classrooms, programmatic accessibility and other areas.

Academic Integrity

utc.edu/enrollment-management-and-student-affairs/student-conduct/honor-code

The UTC Honor Code prohibits students from giving or receiving any unauthorized assistance with academic work or engage in any academic dishonesty to gain an academic advantage. This includes, but is not limited to cheating, plagiarism, falsification, fabrication, or misrepresentations, use of unauthorized materials, use of unauthorized assistance, gaining unfair advantage, causing unfair disadvantage or attempting or assisting a violation.

| Library

utc.edu/library

The UTC Library is the academic and intellectual heart of the campus. Here, students will find professional librarians and staff to help with research, great study spaces and access to a large collection of scholarly resources and materials. The library features state-of-the-art services such as a full-service multimedia studio, the Writing and Communication Center and the largest computer lab on campus.

| FERPA

utc.edu/registrar

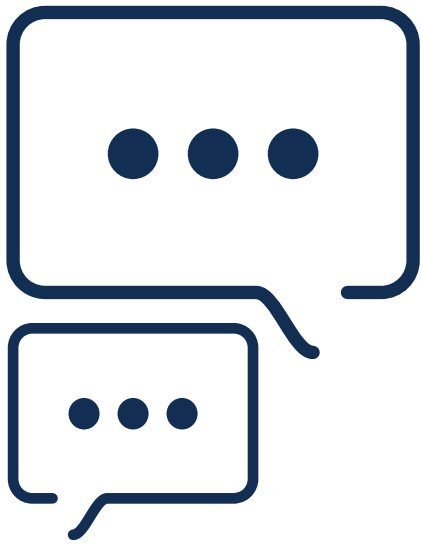
The Family Educational Rights and Privacy Act (FERPA) gives students control over who has access to their educational information. The designation can apply to records maintained by the bursar, financial aid, registrar, student development offices and faculty teaching the student's courses. Students who wish to grant access to their educational records can designate those individuals through a process called MyMocPass, managed by the Office of the University Registrar.

| How your student registers for classes

After meeting with their advisor to discuss their plans for the upcoming semester, students will register for classes online through MyMocsNet. Once they log in, your students navigates to the Academics tab and selects My Profile to see their registration eligibility. From there, your students clicks on Register, Add or Drop Classes link. Students can search classes by subject, course number and more criteria. When a student adds a class to their schedule, the display will read "pending." When they're finished adding all their courses, they click submit and the status of their classes will change from "pending" to "registered."

MyMocsDegree

MyMocsDegree is an online tool to help students and advisors monitor progress toward degree completion. It combines degree requirements and completed coursework in an easy-to-read format. Students can view MyMocsDegree by logging in to their MyMocsNet account.



Conversation Starters

What classes are you most excited about?

What do you hope to learn this semester?

Talk more about learning and exploration rather than grades and GPA. Take a vested interest in what your student is studying.





section 04

Connecting to Campus

Connecting to Campus

Introduction by Laura Petrus

Director of the Office for Student and Family Engagement

“Connecting to campus outside of the classroom contributes positively to a student’s overall success in college. By getting involved on campus, students can meet new people and make friends, explore new areas of interest and even develop valuable leadership skills. Getting connected to campus can increase a student’s sense of belonging, making UTC feel like a home away from home.

There are multiple ways for students to connect to campus and get involved. UTC has over 120 student organizations across multiple categories, such as academic, fraternities and sororities, club sports, multicultural, religious/spiritual, social and more. Additionally, student organizations and campus departments host events on campus each week. These events can be primarily social, designed to help students meet and build relationships with others, or can be topic specific, designed to help students try something new or further develop knowledge or skills in a specific area.

Encourage your student to participate in a campus event or check out a student organization to take their first step in connecting to campus. Students can visit MocSync to find a student organization to join or an upcoming event to attend. The Office of Student and Family Engagement is here to help with and support each student’s involvement journey.”

| Fraternity and Sorority Life

utc.edu/fraternity-sorority-life

There are 22 fraternities and sororities affiliated with UTC, 20 of which are governed by one of four councils; the Interfraternity Council; the Panhellenic Association, the National Pan-Hellenic Council or the Multicultural Greek Council. All celebrate the shared core values of academic excellence, leadership development, civic engagement, brotherhood/sisterhood, social responsibility and diversity and inclusion.

| Student Organizations

There are limitless opportunities to get involved at UTC. The university has more than 120 student organizations and new ones form all the time. Student organizations can complement a student's academic interests, give them space to explore something new and provide leadership and resume building opportunities.

| MocSync

utc.edu/mocsync

MocSync is the University's online platform for student engagement opportunities. In MocSync, students can search for and join registered student organizations, find upcoming events and even apply for leadership opportunities.



| Campus Recreation

utc.edu/campus-recreation

Campus Recreation fosters an inclusive environment for the UTC community to connect, play and pursue holistic well-being. Campus Recreation offers facilities and programs to meet new people and develop positive habits and healthy lifestyles through a variety of programs and facilities including outdoor trips and equipment rentals, club and intramural sports, group fitness classes, climbing and bouldering walls, basketball and sand volleyball courts, indoor pool with lap lanes, lazy river, water slide and spa and more.

| Student Success Programs

utc.edu/student-success-programs

Student Success Programs (SSP) is committed to helping students feel form a sense of belonging and feel connected to each other, campus and the Chattanooga community. Staff embrace students from all backgrounds and lived experiences.

SSP develops meaningful relationships with students by engaging in unique shared experiences and programs intentionally designed to support success, both in and out of the classroom. SSP peer mentors support all programs by sharing their personal journeys to help new Mocs feel confident as they navigate life at UTC.

| WAGE

utc.edu/wage

The Women and Gender Equity (WAGE) Center is a resource for UTC students and employees to engage with education and support regarding women and gender equity, gender-based violence, and the LGBTQ+ community. The center's survivor advocacy services address issues of gender-based violence on the UTC campus through victim advocacy and education.

| Multicultural Affairs

utc.edu/multicultural-affairs

Valuing diversity as an integral part of the college experience, the center works in partnership with faculty and staff to create an environment that promotes diversity, pluralism and inclusion. The center offers interactive activities aimed at increasing cultural awareness and provides resources for growth and advancement of underrepresented populations in the campus community.

| Athletics

gomocs.com

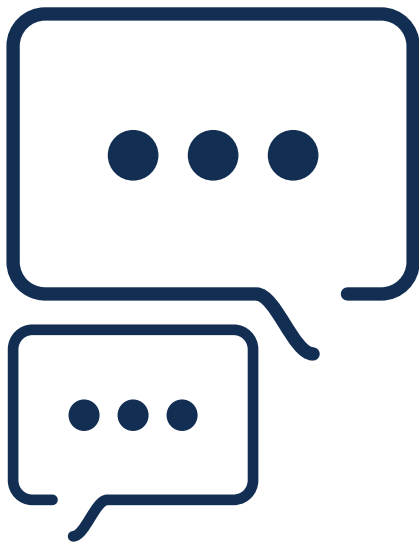
With 13 varsity athletics teams competing in various men's and women's sports, Chattanooga Athletics is committed to helping student athletes achieve excellence in the classroom and on the field. Chattanooga Athletics supports teams in the following sports: basketball, cross country, football, golf, soccer, softball, tennis, volleyball and beach volleyball and wrestling. Students have free access to all athletic events.

| Events and Activities

Every week there are dozens of events and activities happening on campus. These events are hosted by university offices and departments and student organizations. To find the events calendar, visit utc.edu/mocsync.

| Living on Campus

UTC Housing and Residence Life seeks to unify students in an engaged learning community that provides opportunities for growth, diversity and responsible living. On-campus living provides students with a variety of clean, safe and convenient housing options, a dynamic community that recognizes and celebrates diversity and supportive environment which appropriately challenges residents to develop academically and socially.



Conversation Starters

What interests do you want to explore?

What activities or organizations do you look forward to participating in?

Why do you think it might be important to connect to campus?

Who can help you get involved on campus?



section 05

Equity and Inclusion

Introduction

AJ Davis

Coordinator of Engagement for the Division of Diversity and Engagement

“Building a community that cultivates and respects diversity is necessary work. Diversity, inclusion, and engagement are pivotal to the Moc experience at UTC. The university is committed to ensuring that students are prepared with the skills to thrive and compete in a global workforce.

At UTC, we aim to foster a culture of belonging, in which all students are provided with the tools, opportunities and resources they need to reach their full potential. A diverse campus is critical in achieving this vision because it affords students the chance to build authentic, supportive relationships with people from different backgrounds. When each student feels their institution supports them and provides a nondiscriminatory learning environment, all students thrive.

At UTC, students from every walk of life have access to a multitude of campus supports and services to be successful in and outside the classroom. Encourage your student to take full advantage of these resources and seek out new experiences that will unquestionably further their growth and development as a scholar and leader.”

Division of Diversity and Engagement

utc.edu/diversity-and-engagement

The mission of the Division of Diversity and Engagement build a community that cultivates and respects diversity. By enhancing diversity, UTC will better serve our students, faculty, staff and our community. The division strives to create a more inclusive campus culture that recognizes the diverse needs of students, faculty and staff, and provide opportunities and resources that help our campus community feel welcome, respected, celebrated and included.

WAGE

utc.edu/wage

The center is a resource for students and employees to engage with education and support regarding women and gender equity, gender-based violence, and the LGBTQ+ community. The center's survivor advocacy services addresses issues of gender-based violence on the UTC campus through victim advocacy and education.

Disability Resource Center

utc.edu/disability-resource-center

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Multicultural Affairs

utc.edu/multicultural-affairs

Valuing diversity as an integral part of the college experience, the center works in partnership with faculty and staff to create an environment that promotes diversity, pluralism and inclusion. The center offers interactive activities aimed at increasing cultural awareness and provides resources for growth and advancement of underrepresented populations in the campus community.

Student Support Services

utc.edu/enrollment-management-and-student-affairs/student-support-services

Student Support Services (SSS) is a federal TRIO program funded through a U.S. Department of Education competitive grant process. The goal of SSS is to retain and graduate students from diverse and disadvantaged backgrounds at the highest possible rate. SSS offers tutoring, academic coaching, first-year transition programming, counseling, career guidance and more.

Veteran and Military Affairs

utc.edu/vma

Veteran and Military Affairs (VMA) provides the best possible support services to active-duty service members, veterans, reservists and their family members. It offers the tools—social and educational programs, transition support services, unique study spaces, guidance, information, and referrals—to help students succeed, in and out of the classroom.

Global Education

utc.edu/global

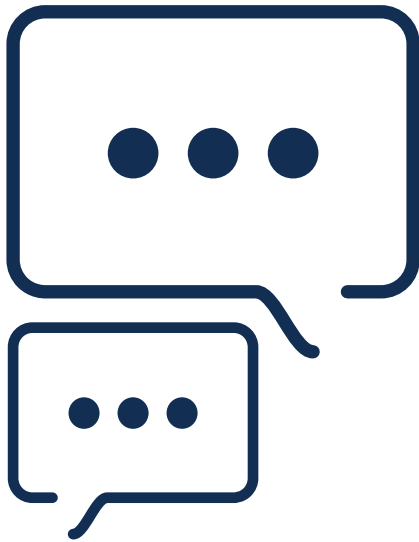
The Center for Global Education supports international students, visiting international scholars, English language learners and Mocs interested in study abroad. The center also promotes cultural exchange and international cooperation at UTC through special events and campus initiatives throughout the year. The center houses three offices: Office of International Student and Scholar Services, Office of Study Abroad, and the English as a Second Language Institute.



MOC Forward

MOC (Moving Our Community) Forward is a series of events and talks designed to spur conversations and actions for embracing equity and inclusion at UTC.

Previous speakers including guests, faculty, staff and students have addressed subjects spanning ways to interact with students from other countries, dealing with different ethnicities, women's issues, cultural differences and more.



Conversation Starters

How do you feel about meeting people that are different from you?

How will you go about challenging yourself to new experiences?

How can you help promote a respectful environment?



A woman with long dark hair, wearing a black jacket, is smiling and petting a golden retriever. She has her hands on the dog's head and neck. The background is slightly blurred, showing what appears to be an indoor event space with blue draped tables. A yellow bar is at the top of the page.

section 06

Health and Wellbeing

Introduction

Yasmine Key
University Health Services

“We are excited to welcome you and your student to UTC. While academic success is an important objective for our students, we find it equally as important to help students grow holistically. The university works to support your student’s needs whatever they may be.

Our campus offers excellent services in which we educate and support students regarding their health and wellness. We provide services which address mental and physical health. With students having access to on campus resources which include health and wellness experts and opportunities to learn about all aspects of wellness, we meet students “where they are. We provide an environment for students which is easily accessible and supportive during their time at UTC. Our hope is to help them establish a solid foundation of self-care and wellness that they can use after graduation.

We suggest that you take some time to have conversations with your students about how they plan to stay healthy while away from home. Establishing healthy routines which include a healthy diet, exercise, adequate sleep and establishing an appropriate social life can set them up for success inside and outside the classroom.”

| University Health Services

utc.edu/university-health-services

University Health Services (UHS) seeks to provide every student with optimum healthcare when needed and offers many services including visits for acute and chronic illnesses, injuries, physical exams, screenings, immunizations, lab services, testing for illnesses (such as strep, COVID, and flu, among others), TB skin testing and allergy shots. UHS is staffed by experienced, compassionate nurse practitioners, registered nurses and support staff.

| Counseling

utc.edu/counseling

The Counseling Center offers a variety of mental health services, including individual and group counseling, medication management for those who qualify, consultations and referrals, and prevention/ education programs. The top 10 reasons students take advantage of counseling are anxiety, depression, family relationships, adjustment disorders, self-care, self-esteem issues, peer relationships, romantic relationships, academic distress and suicidal ideation. Our services are confidential and free for students—except for a minimum fee for medication management.

| Center for Wellbeing

utc.edu/wellbeing

The Center for Wellbeing is a resource to help students integrate holistic health and wellness practices into their lives and prevent undesired health outcomes. Education and prevention programs address mental health and self-care, suicide, substance misuse, recovery, nutrition, physical and sexual health, sexual violence, relationship violence, and stalking.

| Student Outreach and Support

utc.edu/sos

Student Outreach and Support (SOS) advocates for students experiencing challenges in their personal and academic lives. SOS helps students navigate university administrative processes, connect with campus and community resources and develop resiliency, self-advocacy, and coping skills. SOS also educates UTC employees on how to work with students of concern, including when to make appropriate referrals.

CARE Line

If a student experiencing a mental health crisis or need assistance regarding sexual assault, relationship violence or stalking, UTC's CARE line is available for all students 24/7. Contact the CARE line at (423) 425-CARE (2273).

Tips for Managing Stress

College can be stressful for your student. Balancing classwork, extracurricular activities and social obligations can test even the most calm and collected student. Some stress in college is normal and can even help your student learn coping skills. Here's how you can help your student when things get stressful:

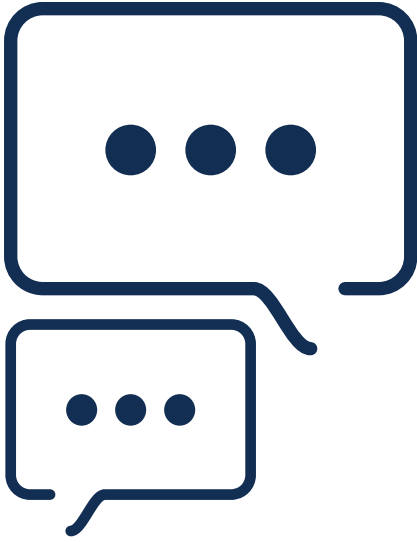
- **Help your student identify the cause(s) of their stress. Identifying the cause can help them name the problem. Then you can work together to come up with solutions.**
- **Remind them to take care of themselves. Getting enough sleep, eating healthy and exercising regularly can help your student better deal with stress.**
- **Encourage them to reach out to UTC resources like the Counseling Center, Center of Wellbeing and/or Student Outreach and Support.**

While some stress in college is normal, here are some signs that your student may be struggling:

Your student isn't participating in any activities or groups at school. Studying is important, but college is about the total experience. If your student is not participating in anything outside of class, they may not be adjusting well.

There's a sudden change in your student's habits or mood. Rapid, unexpected change may signal adjustment problems. Examples include your student stops responding to your texts, is often pessimistic when you talk to them or they're not keeping up with their hygiene like they used to.

They become apathetic about their academic performance. When you talk to your student, do they seem uninterested in their classes? Are they missing assignments? This can mean they're in despair and just don't care about preparing for the future.



Conversation Starters

What questions do you have about using your medical insurance in Chattanooga?

What are ways you can stay proactive about your mental and physical health while away at school?



ARRIVE
WITH US

section 07

Career Planning



Introduction

Rob Liddell

Executive Director of the Center for Career and Leadership Development

“The Center for Career and Leadership Development is here for your student, whether they’re still discovering what they want to do or are getting ready to graduate and apply for jobs.

As a parent and a higher education professional, I encourage your support of your student’s development through the following themes:

Focus more on their process and progress and less on results: Are they accessing campus resources on their own or with a group of like-minded friends? If so, what topics hold their attention and/or interest?

Offer help in building their network: Encouraging your student to seek out job shadowing and informational interview opportunities is a great strategy. The simple offer of introducing your student to a member of your extended circle is a sure way of supporting their career development.

Help them make their own decisions: Identify the strengths you see in them, the growth and responsibility they’ve won, and the learning they’ve acquired when getting back up from a setback. Communicate to them how excited you are to see what comes next.

Please tell your student to reach out to us at any time during the school year. We can’t wait to see what they accomplish during their time at UTC.”

Center for Career and Leadership Development

utc.edu/career

The Center for Career and Leadership Development provides UTC students and alumni with the confidence and skills to find their purpose, thrive in their career and contribute to their communities.

Through a wide array of services and resources designed to explore interests, enhance networking connections and provide personalized guidance, students and alumni will be empowered to pursue their goals, chart their own path to success and build a satisfying, rewarding career. Staff at the center are available to help students with individual career counseling, developing job search strategies, preparing resumes, honing interview skills and more.

The Counseling Center

utc.edu/counseling

The Counseling Center offers a variety of mental health services to assist with staying on track with personal growth and goal setting while in college. Whether just starting college or preparing for a career, the Counseling center can help students with life transitions that may present challenges. All counseling sessions are free.

Graduate School

utc.edu/graduate-school

If you're looking to progress your career or take the next step in your education, the UTC Graduate School is the right place for you.

The Graduate School offers students a substantial variety of accredited liberal arts and professional programs: 22 graduate certificates, 22 master's degrees with 52 concentrations, one education specialist with four concentrations and six doctoral degree programs. Students completing graduate degrees at UTC are prepared to handle workplace challenges and provide leadership in the communities where they reside.

Center for Academic Success and Advisement

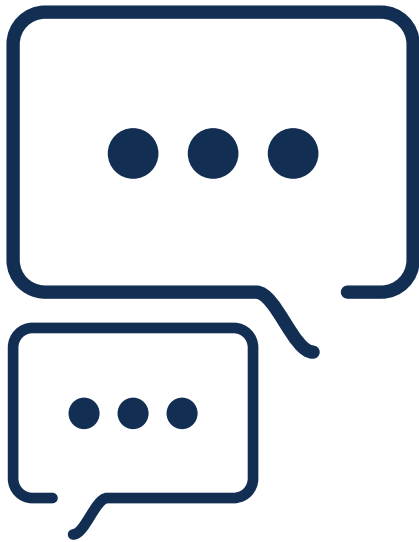
utc.edu/casa

Student success in the classroom is the focus of the Center for Academic Success and Advisement (CASA) and the team is ready to help every student with a solid education game plan. CASA staff offers guidance and support through meetings with advisors and peers to connect students to resources, plan for their next semester's classes and enhance skills to stay in good academic standing. The center provides services such as academic coaching, supplemental instruction and tutoring, in addition to guidance for students deciding on a major or who need assistance to develop a clear path toward graduation.



Handshake

Students can use Handshake, UTC's online career platform, to find part-time on and off-campus jobs, internships and degree-required opportunities in addition to a number of other useful career resources. Students can sign up for daily or weekly alerts for opportunities based on specific interests and create a profile highlighting their work history, academic accomplishments and extracurricular activities. Students can log in to Handshake using their UTC ID at utc.joinhandshake.com or via the mobile app.



Conversation Starters

What type of real-world experience related to your future career would be helpful to gain?

What skills are hiring managers looking for in your field of study?

What excites you about a career in your field?





section 08

Campus Safety, Alcohol and Drugs

Introduction

Jim Hicks
Dean of Students

“As a parent or family member, you are and will continue to be a primary influence in your student’s life. The issues of consent, alcohol and mental health can impact every aspect of your student’s life and can act as barriers to their success. So, I wanted to share ways for you to continue your conversations with them about those issues and provide you with resources so you know where to go if ever you need help.

Consent is a complex topic that can be difficult to talk about, especially when alcohol is involved. It is important to talk with your student about asking for consent. Remind that if a person is incapacitated, they cannot give consent. Communication and respect for boundaries is an important aspect of healthy relationships. So, spend some time talking with your student about ways they can share their boundaries with others.

Even though the legal drinking age is 21, your student may need to make decisions regarding alcohol use. In a recent survey, 83 percent of 10- to 18-year-olds said their parents were their leading influence in their decisions about drinking. Although the media sometimes portrays college life as alcohol-fueled, over 75 percent of UTC students report drinking three or fewer alcoholic beverages a week.

Introduction (cont.)

It's important to ask your student about their views on alcohol and college life and share your expectations regarding their use of alcohol and/or other drugs. Help plan ways for your student to handle peer pressure and brainstorm ways in which your student can respond to offers of alcohol.

Thanks for sharing your student with us. We understand the trust you are placing in us. Please let us know if we can be of any assistance."

| Title IX

utc.edu/enrollment-management-and-student-affairs/title-ix

Title IX is a federal law that prohibits discrimination based on sex in educational programs and activities that receive federal funds. Sex-based discrimination includes sexual misconduct, relationship violence and stalking.

UTC strives to prevent, address and eliminate this type of misconduct by responding to individual incidents, supporting those who have been harmed and educating community members on how to create a safe and supportive campus that encourages healthy and respectful relationships.

| Consent

utc.edu/consent

UTC's policy on sexual harassment, sexual assault, dating and domestic violence and stalking defines consent as "an active agreement to participate in a sexual act. An active agreement is words and/or conduct that communicate a person's willingness to participate in a sexual act. Consent can be revoked at any time."

| Confidential Resources

If a student has experienced or is experiencing sexual misconduct, relationship violence and stalking, they are not alone. There are multiple on- and off-campus resources.

Confidential Resources include the Counseling Center, Survivor Advocacy Services and University Health Services (information following).

| Counseling Center

utc.edu/counseling

The Counseling Center is the university's primary facility for personal counseling, psychotherapy and psychological outreach and consultation services. The center promotes the psychological, educational and social well-being of UTC students and helps prepare them to be productive members of society. Staff members provide a variety of services for students, including walk-in sessions; crisis intervention; group, individual and couples counseling.

Survivor Advocacy Services

utc.edu/enrollment-management-and-student-affairs/center-for-women-and-gender-equity/survivor-advocacy-services

Survivor Advocacy Services strives to reduce the impact of power-based violence on UTC's campus and in the Chattanooga community through advocacy to support survivors of relationship violence, sexual assault, stalking and sexual harassment.

University Health Services

utc.edu/university-health-services

The mission of UTC UHS is to deliver high quality healthcare that is holistic in nature and easily accessible for all UTC students. We are committed to meeting the health service needs of our diverse student population while treating everyone with dignity. Delivery of care will be a collaboration between the health care provider and patient; one that is built on trust and mutual understanding.

Non-Confidential Support Options

Student Outreach and Support

The Office of Student Outreach and Support (SOS) advocates for and supports students experiencing challenges in their personal and/or academic lives. SOS staff help students navigate University administrative processes; connect with university and community resources; and develop coping, resiliency, and self-advocacy skills. SOS also educates faculty and staff on how to work with students of concern, including how and when to make appropriate referrals.

Non-confidential Resources include the Center for Wellbeing, the Title IX office and the UTC Police Department (information following).

Center for Wellbeing utc.edu/wellbeing

The Center for Wellbeing supports students who have reported experiencing sexual misconduct, relationship violence and/or stalking. Staff members are available to assist students with academic concerns, housing concerns, financial aid concerns and more.

Title IX Coordinator, Anitra Barrett

The Title IX Coordinator coordinates campus Title IX education and prevention efforts and the response to

all sexual misconduct and relationship violence allegations and complaints. The coordinator is also available to answer questions and/or concerns about UTC's Title IX process.

UTC Police Department utc.edu/police

The UTC Police Department (PD) provides professional police services while working with faculty, staff, and students to reduce criminal opportunity and community anxiety. The UTC PD is committed to treating all people fairly while supporting an environment where diverse social, cultural and academic values are allowed to develop.

Emergency Services utc.edu/safety-risk-management

The UTC Police Department provides the campus community with 24/7 professional police services, which reduces criminal opportunity and promotes a safe, healthy, and hazard-free environment, while complying with applicable federal, state, and local safety, fire and environmental regulatory requirements.

Safe Ride: UPD can escort students, staff, and faculty anywhere on campus during the academic year. Use the Safe Ride Service to address any personal safety concerns by calling (423) 425-4357(HELP).

Blue Light Phones: Police call boxes are in the parking lots across campus and dial straight to campus police.

Emergency Preparedness utc.edu/about/emergency-preparedness

In the event of abnormal conditions on campus, we've got people and plans in place. The UTC Office of Safety and Risk Management partners with many other campus departments and offices to prepare students, faculty and staff for potential emergencies. This includes developing, testing and implementing emergency plans, supporting first responders during an incident and conducting campus-wide training.

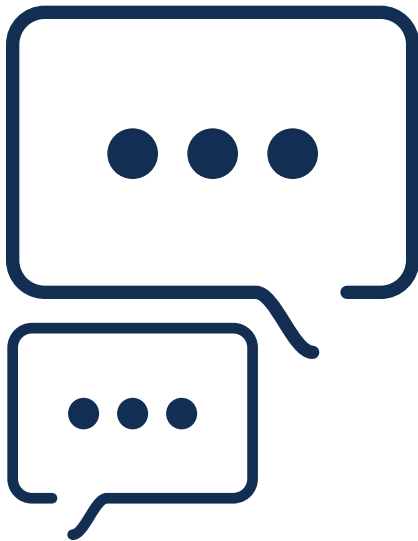
UTC ALERT utc.edu/alert

This communication system alerts UTC students and employees in the event of severe weather, criminal activity on campus and other emergencies. All students will receive SMS text messages by the mobile number provided upon registration for classes via their MyMocsNet account. Students can add additional recipients at utc.edu/alert.

Campus Safety and Alcohol

Before a new student attends classes at UTC, they will need to complete several online modules on alcohol use, academic integrity, Title IX and campus safety. The purpose of these modules is to introduce and educate new students on the campus rules and expectations on these topics. See below for more detail about each topic.

- **AlcoholEdu**—educates on the effects, laws and policies related to alcohol and other drugs.
- **Academic Integrity**—introduces concepts of ethics and ethical decision making. Also educates students on the UTC Honor Code.
- **Title IX and Campus Safety**—provides an overview of UTC’s Title IX policy, known as the Policy on Sexual Harassment, Sexual Assault, Dating and Domestic Violence, and Stalking. Educates students on prevention and available campus resources.



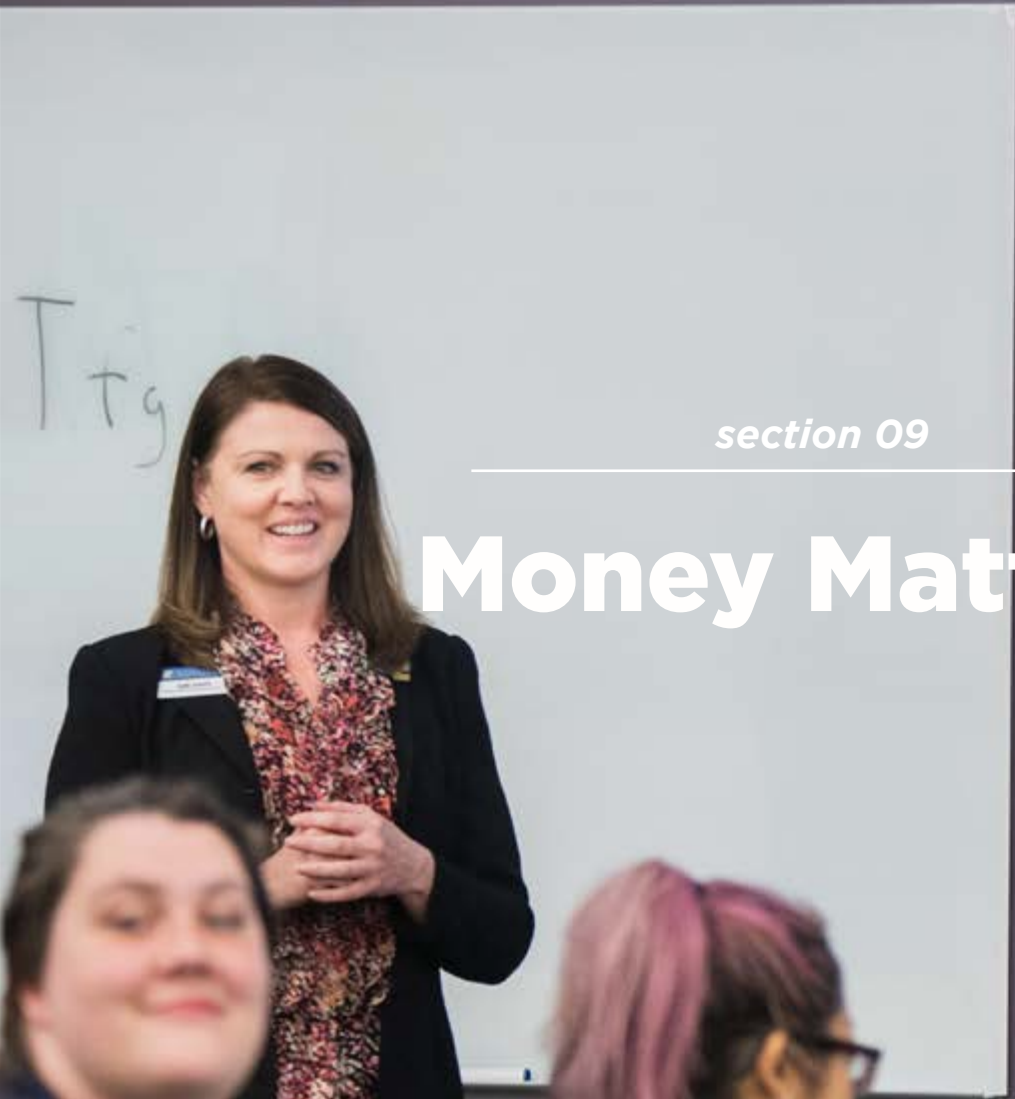
Conversation Starters

What is your understanding of the word “consent”?

Do you know where to get help in case of an emergency on campus?

What are some realistic ways to intervene as an active bystander in situations that are red flags for sexual assault?





section 09

Money Matters



Introduction

Janice Cosey
Bursar

“This is an exciting time for your family, and I am happy to welcome you to our Moc family. This is an exciting time in your student’s life, but it can come with its own stresses, especially when it comes to money. College is a big investment for your family and that can cause a lot of anxiety. Your student might be managing their own budget for the first time and needs advice on how to spend their money better. You, along with your student, are not alone in this and we’re here to help. The goal for staff at the Bursar’s Office is to ensure that you have the resources and contacts to resolve any situation.

The Mocs One Center and Office of Financial Aid and Scholarships are here to help you with the requirements to receive financial assistance for the cost of the education and the Bursar’s Office is responsible for ensuring the funds are applied appropriately and disbursed when necessary.

The three offices are in the University Center and collaborate daily to ensure students are aware of requirements. The communication is done via the student’s university email account (MyMocsNet). As you prepare your student for this experience of independence, encourage them to give you access to information via My Mocs Pass. The Mocs One Center, Financial Aid and Bursar Office are looking forward to a successful and positive experience at UTC.”

Mocs One Center

utc.edu/mocs-one-center

A centrally located office has a knowledgeable staff available to assist students with their enrollment-related needs such as bursar, financial aid and scholarships, and registrar. If staff cannot resolve an issue, they will find the office that can. To avoid standing in line, scan the QR code to join the virtual sign-in system. Students receive a text when next in line and can submit questions via e-mail at mocsonecenter@utc.edu.

Financial Aid and Scholarships

utc.edu/finaid
utc.edu/calculator

This department provides support and guidance on how to apply for federal financial aid and other scholarships. The team is present for students throughout their college careers. Financial wellness programs are also offered to help students learn how to manage their finances in a way that keeps them successful during and after college.

Bursar's Office

utc.edu/bursar

The Bursar's office is responsible for the billing and collection of student fees as well as the disbursement of financial aid funds.

Tuition Installment Payment Plan

utc.edu/finance-and-administration/office-of-bursar/tuition-installment-plan-tipp

UTC offers a Tuition Installment Payment Plan (TIPP) as an option to divide a tuition bill into smaller payments. The payments are divided into four installments for the fall and spring semesters while summer terms are split into three payments.



Money Management Tips

The UTC Financial Wellness Center, a campus-wide financial literacy program, offers money management events, workshops, guest lectures and one-on-one (100% confidential) financial coaching to UTC students. Staff can answer questions about budgeting, saving, investing, managing student loans and more.

Make a Budget

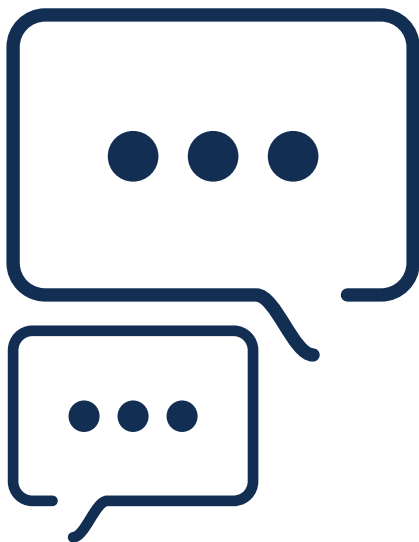
Help your student create a spending and saving plan with a budget. Have them map out your sources of income and make a list of their expenses. A budget will help your student decide in advance how their money should be spent and help discourage negative financial behaviors.

Build an Emergency Fund

An emergency fund is money you set aside for unexpected expenses like car repairs. When your student has a little extra money, encourage them to put it in an emergency fund. That way they'll be better prepared in an urgent financial emergency.

Use Credit Cards Wisely

Remind your student that credit cards are loans, not free money. If they don't pay their bill in full and on time, they will accrue interest charges and late fees and potentially damage their credit score. Advise them to use credit with caution and keep an eye on their card's limits, terms and conditions and due dates.



Conversation Starters

What priorities have you identified in your monthly budget while you are away at school?

What questions do you have about your financial package?

Will you need to find a job? How will you balance this with your classes and activities?

What scholarships might be available for you to investigate?



section 10

Beyond the Classroom

Introduction

Dr. Takeo Suzuki
Executive Director of the Center of Global Education

“Welcome to UTC! We’re so glad your student chose our campus to continue their education. An education at UTC is hands-on. Your student won’t be spending the next four years sitting in a classroom. We are big believers in experiential learning, meaning we give students opportunities to learn and grow outside the academic environment. Experiential learning can include internships, service learning projects, research opportunities, study abroad experiences, student leadership roles and more.

Experiential learning can have a profound impact on your student. We’ve found that experiential learning helps students grow their skills in collaboration, teamwork and problem solving. Students often experience a sense of personal achievement and self-reliance after completing after completing a hands-on learning experience.

Personally, my study abroad trip was life-changing for me. While I going to school in Japan, I chose to study abroad in the United Kingdom. During my trip, I learned to speak the English language more fluently, made lifelong friends and had experiences I’ll never forget. Encourage your student to look into experiential learning opportunities at UTC. It will make their college experience richer and more rewarding.”

Think Achieve

utc.edu/think-achieve

ThinkAchieve is a UTC program that promotes hands-on experience for students beyond the classroom. Experiential learning helps students in connecting theory and practice through creative endeavors, intercultural experiences, leadership and service-learning opportunities, internships and research. The University facilitates a variety of experiential learning opportunities each semester including service projects, mentorships, internships and more.

Leadership Development and Programs

utc.edu/leadership

UTC Leadership Development and Programs offers leadership opportunities that are designed to empower participants to positively impact others. Whether a student is new to leadership or is someone who has lessons to share, Leadership Development and Programs offers opportunities for all to discover individual core values, identify and apply behavioral strengths, form mutually beneficial relationships and evolve their personal understanding of leadership.

Global Education

utc.edu/global

The UTC Center for Global Education supports international students, visiting international scholars, English language learners and Mocs interested in study abroad. The center also promotes cultural exchange and international cooperation at UTC through special events and campus initiatives throughout the year. The center houses three offices: Office of International Student and Scholar Services, Office of Study Abroad, and the English as a Second Language Institute.

International Student and Scholar Services

Assists international students with admissions processes and immigration issue, as well as academic and personal concerns.

Study Abroad

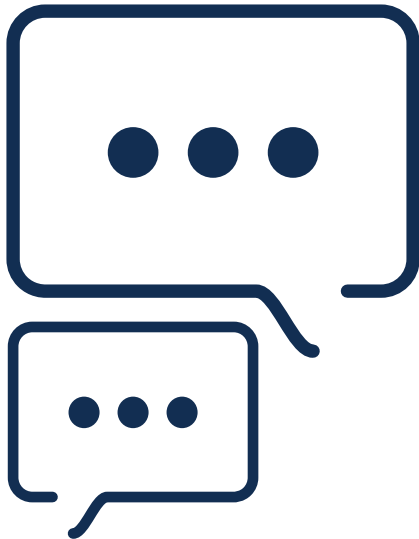
Helps students explore the world by facilitating international learning experiences through study abroad and on-campus programming.

English as a Second Language Institute

Serves international students by developing their English proficiency and by assisting them in their transition to U.S. culture.

Moc LEAD

Moc LEAD (Leaders Encouraging a Difference) is a nine-week program designed to prepare students to be successful leaders after they graduate. Moc LEAD is open to any undergraduate or graduate student in good standing with the university. Throughout the program, faculty, staff and community leaders facilitate workshops for participants on topics like goal setting, conflict resolution, communication styles, public speaking and more.



Conversation Starters

What are some ways to tie what you are learning in the classroom to an out-of-the-classroom activity?

Are you interested in studying abroad? What steps do you need to take to make that a reality?

