The Division of Student Affairs is pleased to present the 2004 -2005 annual report. In this brief report you will notice the emphasis on the division mission of increasing student learning through engagement and involvement. We highlight some of the examples of what students learn in their out-of-class experiences at the University of Memphis.

We highlight four of the major division initiatives: progress on the planned reconstruction of the University Center; implementation of the first phase of the 1.1 million dollar Student Support Services Grant; development of the housing master plan and changes in the Emerging Leader program. All programs associated with these initiatives are closely tied to the academic core and the overall university strategic plan. These initiatives and all other programs and services in student affairs support the following division-wide goals:

- Deliver high quality cutting-edge programs and services that promote and enhance student learning.
- Develop partnerships and collaborations with various constituencies that augment student learning.
- Develop communities that increase students' sense of belonging and enjoyment of the university experience.
- Recruit and retain high quality staff.
- Provide physical facilities conducive to learning and discovery.

Our staff is committed to student success and all the programs and services are geared to increasing retention and graduation rates. You may read a more detailed report for each of the departments by following the annual report links from the Student Affairs home page at http://saweb.memphis.edu/studentaffairs. Please contact me if you have questions or comments at 901-678-2114 or by email at rbingham@memphis.edu.
Student Affairs Mission

Student Learning: A continual process of obtaining skills and knowledge that students can integrate and apply in ways that enhance their ability to achieve success and satisfaction in their lives.

True Blue
Major 2004-2005 Initiatives

University Center

Architects and developers were hired to begin the design work on the new Student Center. The new building will have 170,000 square feed and house a computer lab with the capacity to accommodate 200 students, game rooms, lounges, several meeting rooms and a 350 seat auditorium, a ballroom, post office and theatre. On the first floor there will be a restaurant as well as an open food court with seating for 500. Decisions were made to temporarily house current university center occupants in Wilder Tower and the PanHellenic building. The Post Office will move to Richardson Tower. The entire construction process is expected to take about two years.

Student Support Services

The University of Memphis was notified Spring 2005 that we received a first time SSS grant in the amount of 1.1 million dollars for 5 years. Student Support Services (SSS) at the U of M will provide academic and personal support services to help increase retention and degree completion from the U of M for first-generation college students, students whose family income meets federal guidelines for “low income” and students with disabilities. The program started in Fall 2005 and will offer at no cost to eligible students academic, career and personal counseling, financial aid assistance, social and cultural activities, mentoring and tutoring services. The SSS website is located at: http://saweb.memphis.edu/trio/index.htm.
Major 2004-2005 Initiatives

Housing Master Plan
Residence Life commissioned an extensive study by Brailsford and Dunlavey that examined current housing and how it inter-relates with many different facets of the University. The study determined that the availability of on-campus housing was an important factor to 45% of students in their decision to attend the University of Memphis. As a result of the study, by 2012, the Housing Master Plan committee recommends that the University of Memphis invest over $60 million into new and existing housing inventory that will increase learning communities, collaborate with the honors program, expand the number of available beds and generally improve the quality of the residential experience for our students.

Emerging Leaders Program
The Emerging Leaders Program, established in 1982 at the University of Memphis, is a four year renewable leadership scholarship awarded to approximately 20 students per year. In 2004-2005 the Office of Student Leadership and Involvement implemented a curriculum with a set of core competencies for each class, freshmen through senior level, of Emerging Leader program participants. In addition, through collaborations with university departments across campus the Office of Student Leadership and Involvement established a series of workshops open to all students and targeted at improving the leadership skills of any student who chooses to participate. The workshops will help the student participants and the Emerging Leaders are gaining a broader knowledge of the competencies by observing local leaders from the community during the workshops.

New Housing Construction
Other New Initiatives in 2004-2005

Career and Employment Services

• *Lunch and Learn* series began Fall 2004 semester to increase students’ awareness of how to become more competitive in the job market. Topics included: Behavioral Interviewing, Business and Professional Identity, The Value of Internships, Resume Writing, Networking and Salary Negotiations.

• Monthly Career Services newsletter was implemented with a focus on internships each month.

• Launched Career Encounters with 56 registered sponsors across 10 industries.

Judicial and Ethical Programs

• Students who were in possession of alcohol and drugs were given a pre and pos test which measured the student’s current knowledge and knowledge gained after completing the University’s alcohol and drug education program.

• A total number of 34 students completed the 10 question Glatt Plagiarism Tutorial.

• Conducted training session on academic and social misconduct for Teacher Assistants.

• Conducted training for new chairs on academic misconduct policies.

Commencement

• Moved to FedEx Forum for December 2004 ceremony.
Other New Initiatives in 2004-2005

**Residence Life**

• New Emerging Leader Scholarship students will now live on campus. These students were placed on designated Honor floors. The staff of Residence Life will continue to work with the Leadership and Involvement staff to expand and further develop the residential program.

**Adult and Commuter Student Services**

• The PINNACLE, a national honor society for adults and other non-traditional students, was resurrected during Spring 2005 to honor our adult student population for their outstanding achievement while trying to manage a family life and employment. A total of seventeen undergraduates students were inducted.

• Adult and Commuter Student Services in conjunction with the Career and Psychological Counseling Center instigated the weekly “Chew and Chat” visits to assist adult and commuter students in identifying helpful resources on campus to aid them in personal concerns that can interfere with their academic pursuits.

**Student Affairs Office**

• First Division of Student Affairs Newsletter produced during second quarter of 2005.

• The first Parents E-news started in August, 2004 and sent 12 times during 2004-2005 year. This effort was a cross-university collaboration between the Division of Student Affairs, the Registrar, Bursar and academic departments. Parent E-news can be accessed at http://www.people.memphis.edu/~student/parentslist.html.

*2005 Pinnacle inductees—Nation’s #1 Non-Traditional Honor Society*
Department Highlights

Campus Recreation Intramural Services

• **Fitness Equipment**
  New weight training and cardio equipment exceeds those found in health clubs in the Mid-South. Our new fitness area will exceed other private clubs in terms of a higher quality of equipment and also more variety. Renovation of fitness area included new flooring and more mirrors.

• **RecFest 2004**
  The first ever RecFest was designed to draw students to our facility and introduce them to the programs and activities available for them to participate in. Activities at the event included a belly flop contest, a slam dunk contest, rock climbing tower, inflated obstacle course, and an inflated slide.

• **Freshman First Cookout**
  This event was designed to benefit those freshmen enrolled in the Freshmen First program. It involved a catered dinner and representation from every program area of CRIS to answer questions and provide information. 75 attended this event.

• **Swim School**
  Swim school was held this year as a joint venture with Continuing Education. There were 3 two-week sessions planned and all three were filled to capacity. This was a successful venture with a profit of $1490.

Minority Affairs

• **Minority Retreat**
  Conducted minority student retreat with 35 students in attendance. Students received information concerning organization, financial planning, facility reservations, advertising programs and conflict resolution.

• **Student Organizations**
  Assisted student organizations with major programming for Black History Month, Black Scholars Breakfast and Co-Sponsorship and Student Government Association presentations. Conducted a workshop on effective leadership and organizational structure. Also provided greater opportunities for leadership, organizational development and campus involvement.
Department Highlights

Minority Affairs

• **Black Scholars Breakfast**
  The Black Scholars Breakfast was held on October 30, 2004. The speaker was Dr. Daryl Tukufu, President and CEO of the Memphis Urban League. This event recognized 130 African American undergraduates who were recipients of major University and Honors scholarships. Approximately 450 students, family members and university staff attended.

• **Black History Month Opening Ceremony**
  The Black Student Association presented former Tiger basketball coach Larry O. Finch with the Authur S. Holmon Lifetime Achievement Award. This program was result of collaboration between the Athletic department and the Black History Month Committee. The program was attended by current and former students and athletes, staff, faculty, city officials and other community members, and served to help conciliate relations between the University and the larger Memphis community.

• **Student Leadership Luncheon**
  The Student Leadership Luncheon was held on September 14, 2004. The purpose of the luncheon was to give organizational officers an opportunity to showcase their upcoming fall semester programs and activities. Also, they were greeted by Dr. Shirley Raines, Dr. Rosie Bingham and Dr. Bill Porter. President Raines spoke and encouraged the students to be involved but to prioritize their studies as well.

Residence Life

• **Living Learning Communities**
  Broke ground on new townhouse development which when completed will house faculty-driven learning communities in Architecture and Foreign Languages. Leadership communities will also be formed around Sorority housing.

• **Southern Placement Exchange**
  Hosted 4th annual Southern Placement Exchange. The Southern Placement Exchange is a joint effort of the Southern Housing and College Student Affairs professionals, representing SEAHO, SWACUHO and SACSA to bring candidates and employers together regarding Residence Life positions throughout our region.
Department Highlights

Residence Life/Child Development Center

• Ratings
The center has received a 3-star rating (highest rating achievable) by the Department of Human Services based on good ratings from even unannounced on-site evaluations. Through yearly reports and high ratings on on-site evaluations, the center has been accredited by the National Accreditation Commission for Early Care and Education Standards.

Student Health Services

• Student Health Fair
Annual Student Health Fair was held to acquaint students with on-campus and off-campus resources available to them to help maintain or improve their physical, psychological, spiritual, and financial health. Approximately 3,000 students participated.

➢ Student Health Services Satisfaction Ratings:
* 99.2% of students would use the medical clinic again
* 98% would recommend clinic to others
* 94% of patients were seen within 30 minutes

Student Disability Services

• Adaptive Technology Lab
Updated the SDS Adaptive Technology Lab with up-to-date hardware and software. Integrated Zoomtext (screen enlarger/reader) and JAWS (screen reader) into all Tigerlan labs.

“A letter to Student Health Services

“I wanted to thank everyone that took such great care of me when I was so ill! I received much better care from you than I did at the hospital and I wanted you to know you guys are great. I know I feel confident about the care I will receive in the future from the Health Center!”
Major Collaborations

Adult and Commuter Students

- Joy Stout, Director of Adult & Commuter Student Services, coordinated the first University of Memphis Women’ History Month Celebration in collaboration with History Department, Women’s Studies, Center for Research on Women, and the Hooks’ Institute.

- Back to School Splash- 2004. Collaborated with advisory board members in the following areas to welcome students back to school:
  * College of Arts and Sciences
  * Fogelman College of Business and Economics
  * College of Education
  * University College

Office of Student Activities

- Student Activities in conjunction with Alumni Affairs, sponsored the revival of the Homecoming Parade. The parade featured floats and parade entries from over 15 student organizations, as well several other University and community entries. Attendance reached over 1,200 people.

Career and Employment Services

- Internship Advisory Board of 25 individuals (employers in the community) established. For the first time an Internship Fair was held in conjunction with the Career Expo. This was a collaborative effort between Academic Affair and the Academic Internship office.

Career Services and Academic Affairs

- Increase in internships

Center for Counseling, Learning and Testing

- Launched the Career Encounters Program which links U of M students to the Memphis business area to provide opportunities for unique career exploration before graduation. Fifty-six companies across ten industries were registered sponsors.

- The Center’s Multicultural Committee reached across the campus to students, faculty, staff and even the Memphis community to help complete a diversity quilt.

Retention Committee

- Co-chaired between Student Affairs and Academic Affairs
- Reports to Enrollment Management Council

"The best thing about the Adult and Commuter Student Services office is the opportunity to talk to other non-traditional students. It really helps to keep motivated when you know you're not out there alone. It's a great place to make new friends and share what you've learned about the university with others."

- Alyce Richmond, Junior
Community Involvement

Up Til Dawn
• Raised $117,000 for St. Jude’s Children’s Hospital and over 125 student organizations participated in the final event.

Service on Saturday
• 424 participants provided over 1,720 hours of community service in 6 days
• Service provided to the following organizations:
  ➢ Crossroads Hospice
  ➢ Habitat for Humanity
  ➢ Memphis Family Shelter
  ➢ Memphis Jewish Home
  ➢ Hope House
  ➢ Memphis Humane Society
  ➢ Seek for the Old Path Shelter
  ➢ Wesley Highland Towers
  ➢ St. Jude

Emerging Leaders
• Emerging Leader Senior Class participated in the Leader for Learners Program
• Completed 600 community service hours for Memphis City Schools.
• Completed a campus beautification project for Brownsville Road Optional School.

Alternative Spring Break
• Twelve students involved in intensive community service experience with Habitat for Humanity houses in High Point, NC
• Completed 360 hours of service in four days

Greek Affairs
• Greeks raised a total of $41,334.75 for various philanthropies and contributed 5,882 hours of community service work.
• Sigma Kappa sorority and Lambda Chi Alpha fraternity hosted annual senior citizens prom for Town Village Audubon Park retirement home.
Revenue Production

**Student Activities**
- Shinedown concert featured a popular, mainstream rock act for students. The concert had an attendance of 804 people, bringing in $7,738.00.

**Rose Theatre**
- Income Generated: $29,402
  - *Student Groups*: $8,902.63
  - *Departments*: $9,085.00
  - *Outside Groups*: $11,415.00

**Dining Services**
- Dining sales increased to exceed the minimum commission guarantees.
- The new contract provided funding for Dining Services to balance the 05 budget year without institutional subsidies.
- Sales grew from $3.1 million to over $3.5 million.
- Sales increased in Tiger Den, FedEx Institute, Catering and Theater Kiosk.
- Quiznos added in University Center.
- Patterson Kiosk in June 2005.

**Career and Employment Services**
- Hosted Career and Internship Expo during September, 2004. The Internship Expo was held in conjunction with the Career Fair for the first time. Over 1,000 students attended with 90 companies participating. Revenue raised after expenses: $6,530.
- Hosted the Education Fair in February, 2005. Thirty-six school districts attended with 330 student in attendance. Revenue raised after expenses was $2,785.

Career and Employment Career Fair
Snapshots

Campus Recreation Intramural Services
- 325,651 participants for 2004-2005
- Memberships increased by 26% over last year

Judicial and Ethical Programs
- Total Cases: 239
- Total Social Cases: 175
- Total Academic Cases: 64
- Total Drug/Alcohol Cases: 44
- Total Residence Life Cases: 69
- 34 students completed the Glatt Plagiarism Tutorial

Minority Affairs
- The 2005 Black History Month activities drew more than 3,500 attendees
- The Multicultural Festival attracted an estimated 500-600 guests

Residence Life
- Manages 900,000 square feet of buildings
- Manages more than $8.5 million in resources
- Thirty full-time housekeeping and maintenance
- Programming staff: 10 professionals and 48 para-professionals
- Technical support is provided to 2,280 potential users via the Res-Net Support Staff
- Sponsored 652 programs with 7,462 students in attendance:
  * 190 Personal Development programs
  * 194 Academic Development programs
  * 240 Community Development programs

Child Development Center
- Children cared for: Approximately 90-100 during the fall and spring semesters
- Approximately 50 during the summer session

Dining Services
- Major dining facilities operated: 3
- Kiosk operations: 3
- Sales: Exceed $3.5 million per year

Greek Affairs and Leadership
- Greek Membership: 850
- IFC saw a 20% increase in men pledging during fall formal recruitment
- Greeks raised $41,334.75 for various philanthropies
- Greeks contributed 5,882 hours of community service work
- Up ‘til Dawn raised $117,000 for St. Jude’s Children’s Research Hospital with 125 student organizations participating
- Who’s Who Program: 22 students selected this year
Snapshots

Student Activities
- Registered Student Organizations: 116
- Organizations served with Co-Sponsorship: 38
- Community Service Project Participants: 505
- Operational Assistance Requests: 373
- Monthly Service on Saturday Program Participation: 424 with 1,720 hours

University Center
- Events Scheduled: 1,055
  *Scheduled Events: 422
  *Departmental Events: 420
  *Off-Campus Events: 213

Rose Theatre
- Events Scheduled: 611
- Income Generated: $29,402
  *Student Groups: $8,902.63
  *Departments: $9,085
  *Outside Groups: $11,415
- High School Events Scheduled in UC and Rose Theatre: 22

Career and Employment Services
- On Campus Interviews: 100 companies a year for recruiting purposes
- Number of Students Completing on-campus interviews: 804
- Attendance:
  *Lunch and Learn: 378 students in attendance
  *Internship Expo/Career Fair: Approximately 1,000 students attended with 90 companies participating
  *Graduate and Professional School Information Fair: Approximately 300 students attended with 103 schools participating
  *Education Fair: 36 school districts attended with 330 students attending
- Counseling Sessions: 753

Center for Counseling, Learning and Testing
- Career and Psychological Counseling Center:
  *1,880 hours of individual and couples psychological counseling, with nearly 500 individual students (36% were graduate students)
  *Over 117 Outreach presentations and 180 hours of outreach services were provided to over 5,430 students and staff
- Educational Support Program: 12,527 student visits
- Testing Center:
  *Paper and Pencil Exams: 10,170
  *ETS Computer-based Testing: 3,106
  *Other types of Computer Tests: 7,880
Snapshots

Student Disability Services
• Number of students registered: 785
• Students on Dean’s List: Fall-61 (9.9%) Spring-63 (10.5%)

Student Health Services
• Total visits Fall 2004 to Spring 2005: 7,965
  > 7,649 students
  > 316 faculty/staff

Adult and Commuter Student Services
• 2004-05 ACSS Office Visit Statistics:
  > Study/Finals- 1,379
  > Lunch/Coffee- 1,303
  > Visit/Socialize- 201
  > Computer- 494
  > Other- 619
  > Number of individual student visits- 610
• Housing Fair attendees: Approximately 225
• Housing Fair booths/exhibits: 25

Commencement
• 500 graduates walked in August 2004
• 1100 graduates walked in December 2004
• 1400 graduates walked in May 2005

• 15,000 guests attended the May 2005 ceremony (largest in history)

Construction on campus has been inconvenient for a lot of people on campus, but it has become a serious obstacle for some disabled students.

But according to Will McElroy, a sophomore, “It’s slightly inconvenient, but it hasn’t affected me too much. They (Student Disability Services) do a good job sending us e-mails to let us know what’s going on.”

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For what is the best choice, for each individual is the highest it is possible for him to achieve.
- Aristotle (384–322 BC)