STUDENT AFFAIRS ANNUAL REPORT DATA 04-05

Department Name  Adult and Commuter Student Services

Location  University Center 424

Phone Number  678-2644

Web Site  http://www.memphis.edu/acss/

Department Annual Report web link  N/A

Director Name  Joy Rogers Stout

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Number of Full-Time Staff  2

Mission

The mission of the Adult and Commuter Student Services Office is to provide a supportive environment for non-traditional and commuter students that promotes intellectual, social and academic growth and development through services and programs that foster lifelong learning.

Major departments/functions/offices/responsibilities - brief listing

The Office provides the following services to adult and commuter students: campus and community information, special assistance and/or provisions (computers, telephone, and fax machine), appropriate referrals and preliminary academic and financial advising upon request. In addition, the Office of Adult and Commuter Student Services is responsible for designing and implementing a wide range of programs including employment information, educational support, social interaction, recreation, training and personal development, cultural enrichment, and entertainment. Advocacy - The office seeks to work on behalf of adult and commuter students to assure that their needs are recognized and integrated into various levels of planning, policy development, and practice pertaining to the goals and mission of the Division of Student Affairs and the University of
Memphis. Adult and commuter students are appointed to campus standing committees to encourage the open exchange of ideas that will further integrate these students into the University community. Satisfaction surveys and program evaluations are used to evaluate the needs and expectations of adult and commuter students. In the future, the office will host focus groups and develop instruments to assess learning outcomes and to determine what the students’ needs are.

3 main departmental goals and related accomplishments/results for 04-05

Goal #1
To create a comfortable learning environment for adult and commuter students

Results/Accomplishments #1A
This was accomplished by providing and maintaining a quiet area exclusively used for studying and small group tutoring sessions. The ACSS learning environment is designed to also facilitate friendly interactions (lunch meetings/potlucks, informal meetings) and opportunities to meet other adult and commuter students for future connections through student organizations and activities. It is a place where students can learn about various events through fliers and postings of current educational, social, and cultural activities sponsored on campus thereby fostering an interest in campus life and involvement in student organizations.

Results/Accomplishments #1B
We also accomplished Goal I by providing a computer lab for students to use for reading and sending e-mail, for communicating with professors, and for computer registration as needed. Note: A printer was obtained during Fall 2004 for printing various documents and classroom assignments. The Adult Student Association agreed to furnish paper as needed for adult and commuter students to use when printing their work.

Goal #2
To offer students support in their academic, social, and personal development

Results/Accomplishments #2
To augment adult and commuter students’ academic success, the following workshops were implemented: How to be an "A" Student, Computer Technology Training, and How to Write a Research Paper. These workshops/seminars are designed to meet the academic challenges that beset adult and commuter students in and outside of the classroom.

Students were also provided opportunities to receive tutoring in English and computer usage during the academic year in the ACSS lab.

Results/Accomplishments #2B
To assist students with their personal and social needs, the Office provided workshops/training seminars such as Stress and Time Management, Understanding Lease Agreements, and Balancing School and Relationships.

The Career and Psychological Counseling Center visited the office weekly to “Chew and Chat”
with adult and commuter students. This weekly informal chatting was implemented to assist students in identifying another helpful resource on campus that can aid them with personal concerns that can often interfere with their academic pursuits.

Goal #3
Provide adult and commuter students with information regarding campus and community resources

Results/Accomplishments #3A
CAMPUS RESOURCES

To accomplish this goal, the Office provides information regarding the calendar of events from the following offices:

1) Student Activities Council (SAC) provides a listing of all campus activities
2) Arts and Sciences, Pre - Health and Pre - Law workshops and career speakers schedule
3) Educational Support Program – Semester schedule is posted reflecting the office hours and when tutors are available
4) Financial Aid and Scholarships Awareness
5) Career and Psychological Counseling Center – Student Help Groups
6) Career and Employment Services – Job Fairs
7) The Helmsman and the ACSS monthly newsletter are provided for students to review and remain current on events and occurrences on campus.

Fliers are also distributed across campus to ACAD 1100 classes, various offices, and directly to students to encourage student participation in the various workshops and seminars that are offered during the semester.

Results/Accomplishments #3B
COMMUNITY RESOURCES

The office accomplished this goal by providing a local listing of available leasing and rental apartment agencies, local public transit/bus and trolley schedules and by hosting workshops with community professionals presenting information regarding the legal rights of tenants and lease agreements.

Commuter Living

The Housing Fair is an exceptional opportunity for students to learn first hand how to search for appropriate off-campus housing and to meet various community leasing/apartment managers.

**Up to 3 student learning objectives and outcomes for 04-05**

Student learning objective #1
Students will share/discuss what they learn from using our services and attending the
workshops/seminars with others.

Outcome #1
Students are able to articulate what they learn from the staff about campus and community resources. Students are able to apply/integrate what they learn in the ACSS environment to experiences in the classroom. Students are able to describe their learning experiences with others.

Student learning objective #2
Students will:
  a) know how to manage their time and stress in healthy and productive ways
  b) integrate what they learn with developing good study habits
  c) know how to select appropriate housing after reading the “fine print”
  d) know how to navigate the U of M intranet system (i.e. Tigerweb, Postoffice and UMdrive)

Outcome #2
Students are able:
  a) to apply what they learn in the various training seminars and workshops (e.g. how to cope with and/or minimize stress, how to take effective notes, understand a lease agreement) into their everyday interpersonal and intrapersonal life experiences.
  b) to demonstrate how to effectively use campus computers to find departmental information

Student learning objective #3
Students will know what resources are available to them on campus.

Outcome #3
Students are able:
  a) to articulate how to get involved in various student organizations.
  b) to identify services/sources of support for assistance as needed.

Students can:
  a) articulate how to select suitable housing based on cost, location, and security.
  b) conduct their academic business in a studious manner.

3 main bragging points for department - Optional

Bragging point #1
English Department – for on-site tutoring assistance

“Back to School Splash - 2004”
Collaborated with advisory board members in the following areas to welcome students back to school: a) College of Arts and Sciences, Rebecca Argal, b) Fogelman College of Business and Economics, Dot Hale, c) College of Education, Waldon Hagan, d) and the University College, Sara Williams

SPECIAL REPORT
In Fall 2004, a report was submitted to the Vice President regarding the U of M enrollment of adult/
non-traditional students age 25 and older. The report included census tract data, strengths, weaknesses, opportunities, threats, and solutions to the enrollment of adult/ non-traditional students age 25 and older. This report was researched in response to Chancellor Charles Manning’s concern for the low adult (age 25 and older) enrollment numbers at many of our institutions.

Bragging point #2
Collaborated with the following departments: History Department, Women’s Studies, Center for Research on Women, and the Hooks’ Institute to host the first Women’s History Month Celebration

Collaborated with Extended Programs and Enrollment Services to sponsor an audio conference - “Marketing to Adult Students: The future is Already Here”

Bragging point #3
Hosted 2nd Annual Housing Information Fair
Housing Fair - Increased Revenue

Newsletter – Increased from two to four pages and sent electronically to students and available for pickup/distribution

If applicable, 3 major 04-05 events/programs/etc. with description, attendance info, money raised

Event #1
PINNACLE – A national honor society for adults and other non-traditional students was resurrected Spring 2005 by the Adult and Commuter Student Services Office. This is an honor society for students who have earned 85 or more credit hours, and have been able to maintain a GPA of 3.0 or above, in addition to the responsibilities and demands of job and/or family and school work. A total of seventeen (17) undergraduates were inducted into the honor society. Words of wisdom and motivation were provided by Dr. Sylverna Ford, Dean of the U of M Libraries, and Mr. Broderick Nichols, Assistant Dean, University College Programs. The national honor society was resurrected to honor our adult student population for their outstanding achievement while trying to manage a family life and employment. The induction ceremony was open to family, friends, advisory board members, and other invited guests. There were approximately 60-65 persons in attendance. It was an exciting event for the inductees, their family, and their friends.

Based on the comments and remarks to us after the program, the students and attendees were all pleased with the registration, the speakers, and the overall program.

Event #2
AUDIO CONFERENCE(S) Two audio conferences were sponsored during the 2004-05 academic school year.

Conference I and II, “Shaping an Effective Recruitment Strategy for Adult Students in Higher Education” and “Marketing to Adult Students: The Future is Already Here”, were presented by Carol Aslanian.
AUDIO CONFERENCE I
“Shaping an Effective Recruitment Strategy for Adult Students in Higher Education”
There were nine (9) U of M staff members in attendance in the first ACSS audio conference. The following departments were represented: 1) University College, Admissions, Transfer and Articulation, Adult and Commuter Students, Student Development, and Adult Student Association members.

The audio conference helped the listeners to:
• Gain a profile of why adults select certain colleges over others
• Understand adult students’ preferences for course schedules, locations, and topics of study
• Assess local market demand of adult learners
• Develop market assessment plans that gather data to shape college programs and practices

AUDIO CONFERENCE II
“Marketing to Adult Students: The Future is Already Here”

This conference was sponsored in collaboration with Extended Programs and Enrollment Services. Twenty - two (22) U of M staff members from the collaboration attended the audio conference. The overall rating was very good based on evaluation responses.

The listeners learned the following:
• Current and prospective demographic and societal patterns which lead adults back to the classroom
• How to identify such patterns in their own communities and shape programs that respond to them
• The extent and scope of adult learning in American higher education as to positively influence the decisions of colleagues and campus in regard to servicing adult students
• The personal transitions and triggers (motivation and timing) in the lives of adult students which propel them back to schooling
• The adult demand for degrees vs. courses vs. certificates
• Adult student preferences for location and scheduling of courses
• How to reach out to adult students through electronic and mass media
• Services adults need for a successful return to college
• The extent to which offline learning is preferred to classroom instruction
• How to edge out the competition

Event #3
HOUSING INFORMATION FAIR

The 2nd Annual U of M Housing Information Fair was held March 22, 2005, in the Rose Theatre Lobby. This event was implemented to assist U of M students in their search for off-campus and/or first - time apartment living. Leasing managers were invited to campus to talk with students and provide information specifically about apartment and housing rental specials/options. Students were
invited to visit the various locations for a tour and to discuss their specific interest after the fair.
Approximately 225 students attended the Housing Information Fair this year. The leasing/apartment
managers and staff were pleased and the overall rating was excellent. Our revenue increased over
last year.

**Contact summaries for the 04-05 year as applicable - headcount counseling sessions, cases, programs help, students housed, children housed, children cared for, tests administered, interviews hosted, etc.**

2004-05 ACSS Office Statistics

- Study/Finals- 1,379
- Lunch/Coffee- 1,303
- Visit/Socialize- 201
- Computer- 494
- Other- 619
- Number of Individual Student Visits- 610

**3 Main initiatives for 05-06**

Initiative #1
Host 4th floor - OPEN HOUSE in collaboration with the Student Activities Council, Leadership/Greek Affairs, Minority Affairs, and Student Government Association during “Welcome Back Week”

Initiative #2
Conduct focus groups to determine the needs of the adult and commuter student population

Attend New Student Orientation for International Students-Summer ‘05

Initiative #3
Develop and provide a “Housing Information” booklet for adult and commuter students.