## STUDENT AFFAIRS 08-09 ANNUAL REPORT DATA

**IMPORTANT:** Please submit by July 20, 2009 and be sure to read the form instructions. As you prepare this be sure to refer to last year’s annual report and your department’s 2008-09 Planning Document.

Annual report, 2007-08
http://www.memphis.edu/studentaffairs/annualreport0708.htm

<table>
<thead>
<tr>
<th>Department/Sub-Department Name:</th>
<th>Student Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>405 Mitchell Hall</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>901-678-2351</td>
</tr>
<tr>
<td>Web Site:</td>
<td><a href="http://www.memphis.edu/trio">www.memphis.edu/trio</a></td>
</tr>
<tr>
<td>Department Annual Report web link (if applicable):</td>
<td></td>
</tr>
<tr>
<td>Director Name:</td>
<td>Cory Major</td>
</tr>
<tr>
<td>Director Email:</td>
<td><a href="mailto:cmajor@memphis.edu">cmajor@memphis.edu</a></td>
</tr>
<tr>
<td>Number of Full-Time Staff:</td>
<td>4</td>
</tr>
</tbody>
</table>

1. **What is your BHAG?**
The University of Memphis Student Support Services program will be nationally known for its use of technology and technology mediated strategies to improve the educational experience of all SSS students by increasing flexibility and accessibility to educational resources during traditional and non-traditional hours.

2. **List the primary plans and projects you undertook in 2008-09. For each project list outcomes, including at least one student learning outcome, along with assessment data.**

   **Plan #1:** Use technology to streamline processes and enhance resources to accommodate a wide array of learners. (Directly links to our BHAG of developing and promoting best practices in non-traditional delivery of programs and services to SSS students at a commuter campus.)

   **Student Learning Outcomes:**
   - SSS project participants receiving instruction or technical support in information technology classrooms/labs will report greater proficiency regarding using information technology.

   **Process Outcomes:**
   - The Student Support Services Department at The University of Memphis will
utilize non-traditional methods and strategies to increase the educational experience of all students, by increasing flexibility and accessibility to educational resources, during non-traditional hours.

Development of plan:

- Adding more e-workshops during 2008 – 09 academic year.
  - **Outcome(s):** SSS added three new e-workshops to the website during the 2008-2009 academic year, bringing the total number of offerings to 19.

- Actively presenting at our local, regional, and national professional TRIO organizations our programmatic model for retention.
  - **Outcome(s):** This strategy was not undertaken and/or achieved. See annual report section 3 for additional information.

- Making online forms interactive.
  - **Outcome(s):** The online application was revised. Students can now complete the application on the computer, but because we require signatures it must still be printed and submitted to the office. We are currently reviewing other forms for revision.

- Continuing our work with the Advanced Learning Center, in offering technology training in our Technology Classroom to SSS participants.
  - **Outcome(s):** This strategy was not undertaken and/or achieved. See annual report section 3 for additional information.

Plan #2: Increase understanding, appreciation, and participation in service learning among SSS participants.

Student Learning Outcomes:

- SSS Students will extend learning beyond the classroom through active participation.
- SSS Students will foster a sense of caring for others.
- Students will develop personal and social responsibility.
- SSS Students will increase organizational skills, by implementing service learning project from inception to implementation.

Development of plan:

- Stronger emphasis placed on the Alternative Spring Break program by qualifying one student to participate in this program.
  - **Outcome(s):** This strategy was not undertaken and/or achieved. See annual report section 3 for additional information.

- SSS Advisory Board will continue to plan their semesterly service activity.
  - **Outcome(s):** The SSS Advisory Board successfully participated in the 2008-2009 Up 'til Dawn fundraiser. The group raised funds and had one team participate in the UTD finale.

- Organize the city-wide National TRIO Day of Service for spring 2009 to include TRIO projects from LeMoyne-Owen College, Southwest Tennessee Community College, and Girls, Inc.
  - **Outcome(s):** The 2009 SAEOPP conference, the regional TRIO professional association, was held in Memphis in January 2009. As a part of this conference, a regional TRIO Day was held at the Peabody Hotel. In light of this, it was decided that another event was not feasible. The U of M did participate, sending 13 students and the director to the event.

- Conduct focus groups of members of the SSS project that participated in the
service-related activities and a group that opted to not participate in the service activities. Results/comparisons of the focus groups will be made available to the greater SSS population to build a case for lifelong community service.

- **Outcome(s):** This strategy was not undertaken and/or achieved. See annual report section 3 for additional information.

**Plan #3:** Increase the knowledge and preparation of Student Support Services students for graduate and professional schools.

**Student Learning Outcomes:**
- SSS project participants will cite better preparation and admissibility to graduate and professional schools upon completion of University of Memphis academic programs.

**Development of plan:**
- Invite staff from local graduate and professional programs, including but not limited to University of Memphis graduate school, Cecil Humphreys Law School, and University of Tennessee-Memphis, to discuss preparing for admission into post-baccalaureate programs.
  - **Outcome(s):** The University of Memphis Graduate School, particularly Dr. Karen Weddle-West (Vice Provost for Graduate Studies), played a prominent role in the Spring 2009 workshop offerings. Dr. Weddle-West and her graduate assistant, Kristie Fleming, presented a workshop on preparing a Graduate School Statement. Dr. Weddle-West also hosted a dinner discussion about graduate/professional school for several SSS participants. Each workshop was highly rated and will be continued in the future.
- Partner with financial aid liaison to bring awareness to Pell-eligible population about fee waivers for professional tests.
  - **Outcome(s):** This strategy was not undertaken and/or achieved. See annual report section 3 for additional information.
- Invite Directors of local Tennessee Institute for Pre-Professional (T.I.P.) programs to speak with SSS participants about the programs, application processes, and benefits of participation in the programs.
  - **Outcome(s):** This strategy was not undertaken and/or achieved. See annual report section 3 for additional information.
- Plan program-wide activities surrounding the Graduate and Professional School Fair to heighten awareness and attendance among SSS participants.
  - **Outcome(s):** Career Services cancelled the Graduate and Professional School Fair. This strategy was not undertaken.
- Offer workshops by trained consultants and mock versions of graduate and professional tests, required for admissions.
  - **Outcome(s):** This strategy was not undertaken and/or achieved. See annual report section 3 for additional information.

**Plan #4:** Develop an online community for Student Support Services participants.

**Student Learning/Process Outcomes:**
- SSS Students will foster a sense of belonging by identification of peers that are also involved with SSS program.
- SSS Students will be more abreast of current policies and important dates and deadlines relative to their SSS participation.
- SSS Staff will be able to track TRIO alumni over time.

**Development of plan:**
- Research two commonly used online communities for students: Facebook and MySpace, through personal observation and communication with TRIO peers
  - **Outcome(s):** In Fall 2008, a Facebook group was created by the Director and the president of the SSS Advisory Board. Since the creation of the group, only 15 participants have joined the group, however, plans are underway to increase the awareness about the group in order to increase participation.
- With concerns for security, restrict memberships to invitation only for current and/or former SSS participants
  - **Outcome(s):** The SSS Facebook group is by request or invitation only to address security concerns.
- Categorize sub-populations within the online community by majors and/or colleges to facilitate collaborative learning, networking, and peer relationships/mentoring
  - **Outcome(s):** This strategy was not undertaken and/or achieved. See annual report section 3 for additional information.

**Plan #5:** Apply for a renewal (continuation) grant for Student Support Services project. **NOTE: The deadline for the SSS Competition was delayed. This is now a 2009-2010 plan that is in progress.**

**Process Outcomes:**
- The University of Memphis will maintain programs fostering the success of ALL students.
- SSS Students will persist and graduate at rates higher than that of SSS-eligible participants that do not participate in the SSS project.

**Development of plan:**
- Garner staff input about aspects of current SSS proposal that will be reevaluated for the renewal proposal.
  - **Outcome(s):** In progress.
- Develop a cross-departmental team to consult/assist with crafting renewal grant proposal for Fall 2008 submission.
  - **Outcome(s):** Not achieved and/or undertaken.
- Attend a SSS Proposal Writing Workshop sponsored by Council for Opportunity in Education to learn proposed changes to SSS Competition
  - **Outcome(s):** Completed.
- Consult institutional research to gather necessary data on SSS-eligible populations at University of Memphis
  - **Outcome(s):** In progress.

3. **Address the reasons for any primary plans and projects in your 2008-09 planning document that were not undertaken or achieved.**

The 2008-2009 academic year was one of transitions for the Student Support Services program. In August 2008, the project’s founding director accepted a new position on campus. The director’s position was vacant for two and half months. The new director joined the team midway through November 2008 and was immediately faced with the challenge of completing the project’s annual reporting obligations to the DOE. Shortly afterwards, the Counselor, Career and Personal Development position was vacated.
when the incumbent accepted another position on campus. This position was vacant for almost two months.

The vacancies within the office required that the student loads be balanced between two staff persons during much of the 2008-2009 academic year, leaving little opportunity for the new staff to acquaint themselves with the 2008-2009 strategic plans and fully execute them all. As a result, several of the strategies addressed in the plan were not undertaken or achieved. However, despite the transition the department faced, there was progress made in every planning area, as outlined above.

4. If applicable, provide detailed utilizations numbers for 08-09 (e.g. counseling sessions, cases, students housed, children cared for, student visits, tests administered, students tutored, interviews hosted, internships posted and filled, etc.)

| The number of workshop attendees | 275 |
| The number of cultural activity attendees | 94 |
| The number of students using the computer lab | 378 |
| Individual Counseling Appointments | 1,452 |

5. Report any additional data that demonstrates how your department supports the persistence and graduation of students.

### Student Support Services

#### FIRST-YEAR RETENTION

<table>
<thead>
<tr>
<th>Cohort Year</th>
<th># of First-Time Students in Cohort</th>
<th>Fall-to-Fall Persistence Rate of First-Time Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005-2006</td>
<td>75</td>
<td>57%</td>
</tr>
<tr>
<td>2006-2007</td>
<td>27</td>
<td>85%</td>
</tr>
<tr>
<td>2007-2008</td>
<td>64</td>
<td>78%</td>
</tr>
<tr>
<td>2008-2009</td>
<td>Will be compiled early Fall 2009</td>
<td>Will be compiled early Fall 2009</td>
</tr>
</tbody>
</table>

#### PARTICIPANT PERSISTENCE RATES

<table>
<thead>
<tr>
<th>Reporting Year</th>
<th># of Active Participants in Reporting year</th>
<th>*Percent of Active Participants from Reporting Year who Enrolled in Fall of the FOLLOWING year OR graduated.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005-2006</td>
<td>149/161</td>
<td>93%</td>
</tr>
<tr>
<td>2006-2007</td>
<td>147/169</td>
<td>87%</td>
</tr>
<tr>
<td>2007-2008</td>
<td>143/183</td>
<td>78%</td>
</tr>
<tr>
<td>2008-2009</td>
<td>Will be compiled early Fall 2009</td>
<td>Will be compiled early Fall 2009</td>
</tr>
</tbody>
</table>

*This data combines all SSS participants, and is not separated into cohorts as reported to the Department of Education. A breakdown of the graduation rates of each cohort will be available in early Fall 2009.

6. If your planning document for 08-09 included departmental goals apart from student learning outcomes, please list them and briefly discuss progress made toward each goal, along with any appropriate supporting data. Also address any departures from your plans.

N/A
7. List any revenue producing initiatives and results:

N/A

8. Individual staff and student accomplishments:

SSS Participants have embraced the vision of learning through engagement and involvement:

In addition to graduating from the U of M, **Amanda Tucker** completed a training program and received a certificate for Biblical and Leadership Counseling at the Daughter of Zion Bible College. She will be pursuing her masters of business administrations.

**Jamie Hunter** received certification as a Microsoft Excel Specialist.

**SSS Counselor Pepper Walker** was inducted into Pinnacle Honor Society and nominated Secretary of the University of Memphis Adult Student Association. She also received Certificate for Level II Zumba fitness instructor

**Christina Brooks**, who will be graduating Summer 2009, was just appointed to a Marketing position at the Horseshoe Casino and Hotel. She will start working on a MA in Human Resources in January.

**Ashley M. Taylor** was inducted into Black Scholars Unlimited, and has made the Dean's List each semester this year.

**Mykila Cobb** completed the Disney College program in Fall 2008, and returned to campus and assumed a number of leadership positions in several organizations, including: the Student Government Association (College of Business Senator and Campus Safety Chair), Black Student Association (Membership Co-Chair), Student Ambassador Board, Walt Disney World College Program Campus Representative, and Emerging Leader.

**Darrell Lewis**, a member of the U of M track and field team, received the Eye of the Tiger Award - an award given to an athlete who gives 100% every day at practice and meets, no matter the conditions; and one who always has a positive attitude. He also made the Conference USA Academic Honor Roll list, for the fourth time and made the Tiger 3.0 List.

**Friendella Overstreet** was appointed Membership Chair of the U of M Chapter of the NAACP.

In addition to posting the highest GPA within the SSS program, **Ian Vo** was selected to participate in the 2009 LeaderShape Institute. He was also inducted into Phi Sigma Pi Honors Fraternity. He plans to pursue a master’s degree through the Fogelman College of Business and Economics upon completion of his undergraduate studies.

**Aqueela Elzey** was offer a position as a manger at the University Center.

For a third year, **Shontie Brown** served on the Shelby County Headstart Policy Council. This year, she served the council as Secretary and was elected Chairperson
Rickia Lucas received Study Abroad Scholarship and recently completed the University’s Costa Rica Summer Program.

Nia Appling was elected president of Sigma Alpha Lambda and inducted into Black Scholars Unlimited.

Vera Pope received the “Great Idea Award” and “The Outstanding Adopter Award” from Memphis City School Adopt-A-School Program. She was also inducted into Black Scholars Unlimited.

Claiborne “Bo” Faulkner was elected Vice President of PSD Fraternity (a Sales and Marketing Fraternity).

Steven Transou was selected by Alumni Affairs to serve as a Student Ambassador for the 2009-2010 academic year.

Trevelyan Easter was selected to serve as an Orientation Guide and Frosh Counselor.

Antonio Isabel participated in the 2009 LeaderShape Institute at the U of M.

9. **Additional bragging points for department – list anything else that top administrators should know about your area:**

   The U of M SSS Project continues to receive calls and requests for guidance from other projects. Our use of technology has made us known within the TRIO community, which has enhanced the institution’s image and reputation.

10. **You may paste any complimentary emails or other attributable quotes that reflect well on your department here.**

11. **Submit any photos that portray your department’s 2008-09 activities by placing them in your O Drive and notifying Rachel of the location.**