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Back Cover........Making a Gift
Dear Reader,

We are delighted that you are taking time to read the annual report from the Division of Student Affairs at the University of Memphis. You will find that the report focuses on our four (4) major strategic goals; increasing student retention and graduation; increasing the number of students participating in key co-curricular activities and programs; cultivating a welcoming, safe and respectful campus environment; and creating a service-oriented culture in all units. These four goals fall under our overall goal of student-learning and directly support the University’s Strategic Plan (www.memphis.edu/stratplan). We were very pleased to see significant increases in numerous areas that are positively impacting retention and graduation rates.

Our year was greatly enhanced by the opening of our new student center, The University Center, and a new residence hall, the Living Learning Complex, which houses students from the Honors Program, Emerging Leaders, a School of Music Living Learning Community and an ROTC Living Learning Community. Both of these facilities have greatly added to students’ ability to learn through engagement and involvement.

We are excited about our work at the University and we believe you will be able to see that in the pages of this report.

Sincerely,

Rosie Phillips Bingham, Ph.D.

Vice President for Student Affairs
Student Affairs places a strong focus on retaining our students and moving them toward earning their degree. One indicator of how our programs succeed in this goal is the fall to fall retention rate of our participating students. As you can see, students involved in these programs tend to persist at higher rates than those who do not partake of Student Affairs services:

<table>
<thead>
<tr>
<th>Program Retention + Graduation Rate</th>
<th>Fall 2008-Fall 2009</th>
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<tbody>
<tr>
<td>76% First-time Freshmen, Overall</td>
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<tr>
<td>92% Student Support Services</td>
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<tr>
<td>98% Emerging Leaders freshmen</td>
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<tr>
<td>97% Black Scholars Unlimited</td>
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<td>88% Freshmen in Living Learning Communities</td>
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<td>83% FROSH Camp</td>
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<tr>
<td>92% Hope Scholars who utilized ESP Learning Centers</td>
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<tr>
<td>87% Early Intervention students who utilized ESP Learning Centers</td>
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<tr>
<td>84% Students who attended 6 or more sessions at the Career &amp; Psychological Counseling Center</td>
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<tr>
<td>81% Students registered with Student Disability Services and met with a staff member</td>
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“Thank you for all of your support throughout my college career. The Student Disability Services staff has become family to me and my last day of classes was much harder than I expected... It’s not just about graduating and obtaining my degree, it’s about the journey I went through, (and boy, was it a bumpy ride!), the personal growth that was made and the many wonderful relationships I have made (your staff included). ... I also wanted to thank you for being willing to be of support even after I graduate. That means a lot to me. I’m excited for what the next chapter holds, whatever that may be.”

Student Disability Services served 819 students during 2009-2010. That’s the highest number in five years.

“Working in the UC has helped keep me motivated to graduate. The [other] workers motivate me because we are all under the same stress... This job has allowed me to meet some very successful people and they inspire me to stay in school and graduate.”

(Allison Harvey, Event Tech)

Student Affairs promotes the development of students into independent, responsible individuals.

We know students are more likely to be retained and earn a degree when they have an academic goal in mind, which is why we have emphasized career development in our “Introduction to the University” (ACAD 1100) course, taken by 71% of first-time, full-time freshmen.

After the career module was presented to ACAD students, 82% were able to identify a career path associated with their major, and 93% felt confident that they could select another major if their current major did not work out.

Students who participated in the Educational Support Program’s Supplemental Instruction were much more likely to receive higher final grades. Overall, 72% of students in Supplemental Instruction received A, B or C. Just 53.5% of students in the same classes who did not participate received final grades in the same range.

The Helen K. Hardin Honors Program and the Educational Support Program have provided junior and senior Honors students honors class credit and a stipend for each internship semester as a Learning Center tutor or Supplemental Instruction Leader through the Advanced Honors ESP Internship Program. Since 2005, 49 students have completed the program.
Increase the number of students participating in key co-curricular activities and programs

**Campus Recreation Intramural Services notable accomplishments:**

- Intramural participation increased by 20% (from 3619 to 4359).
- Total number of Personal Training sessions increased by 44% (from 438 to 631).
- The Fitness Framework program experienced a 144% increase over last year’s fall fitness program (total of 78 participants).
- Total Group Fitness class attendance increased by 10.9%.
- Individual Swim Lessons increased by 24%.
- Swim School participants increased by 23%.
- Indoor leisure pool project completed! It will be used for group fitness, swim lessons, leisure volleyball, leisure basketball, and intramurals.

To assist students with articulating on their resumes and in interviews the leadership skills they gain from those experiences.

Up ‘til Dawn, a program that unites students, staff and their local communities with the goal to help children at St. Jude Children’s Research Hospital, crossed the $1 million fundraising mark for total money raised in the lifetime of the program.

Service on Saturday, a program designed to give students, staff and faculty a quick and easy way to volunteer in the community with no long-term commitment completed 1,525 hours with the help of 469 volunteers.

10% Increase of minority student organization participation in Service on Saturday and Up ‘Til Dawn.

“I now have a job at a veterinary clinic thanks to the job shadowing connection I made!”

– Student feedback

“Working here has given me an extra boost to stay in school and work hard because a lot of successful people have passed through the UC and I want to be like or better than them later on so I can come back and walk through the UC with my shirt & tie and brief case saying ‘this is where it all started.’”

– Darrell Lewis, Event Tech

Approximately 3,389 students attended programs sponsored by Leadership and Involvement Student Activities Council during Opening Week (not including Frosh Frenzy); 3,411 during Homecoming Week (with two rained out events); and 1,237 during Spring Fling Week.

This year set a record, with approximately 340 freshmen participating in Homecoming pre-game activities; a tailgate, creating the human tunnel for the team, and having a post-game party. (Student Activities Council)
In 2009-2010, Emerging Leaders conducted over 3300 hours of community service for 80 agencies in the fall and over 90 agencies in the spring.

Greek Life completed a total of 14,610 community services hours and raised $83,530.

Student Disability Services recruited 326 volunteer note-takers.

815 students attended the Career and Internship Expo.

2831 students attended 122 career presentations in the classroom and through student organizations.

739 Career advising appointments were conducted.

227 students attended the Education Career Fair.

521 students participated in on-campus interviews with 43 employers.

200 students attended the Career Services Lunch and Learn workshops.

1077 Resume/Mock Interview critiques (in-person and on-line) by Career Services.

There were 1548 new CareerBeam users and 1281 active Optimal Resume Suite users.

The English Learning Center experienced an increase of 1,078 student contacts over the previous year.

Science Learning Center student contacts increased by 1,185.

Educational Support Program Learning Center utilization has increased by more than 26% since 2006-07.
Cultivate a welcoming, safe and respectful campus environment

The Multicultural Festival, held each spring as a collaboration of Multicultural Affairs and various student organizations, created cultural awareness for 500 estimated attendees.

Nobel Peace Prize winner Shirin Ebadi appeared in the Rose Theatre to an audience of approximately 600 during a Student Activities Council-sponsored event.

Student Disability Services registered students participating in study abroad increased from three to seven. SDS-registered students studied in the UK, Costa Rica, Italy, Egypt, the Dominican Republic, England, and France.

The 7th Annual Why Do You Hate Me Week sponsored by the Students Activities Council took on the issue of discrimination. Events included speakers, roundtable discussions and more.

During FY 2009-10, Conference Planning and Operations (CPO) hosted events which generated more than $800,000 in revenue. CPO-assisted University events were hosted by MIMAC, the Society for Women Engineers, the Federal Bar Association and others. CPO full-service and/or online registration projects were hosted by the Tennessee Association of College and University Housing Officers, Asentinel, the Institute for Trade and Transportation, Memphis City Schools and the Cotton Institute.

Conference Planning and Operations works closely with University Center staff, the Cecil C. Humphreys School of Law, Public Service, Aramark and the Wilson Center Conference Group and Holiday Inn to make sure each experience at the University of Memphis is a pleasant one.

Forty-seven students requested to live on the Fine Arts floor in Richardson Towers which resulted in an increase of more than 40 students living in Theme housing for Fall 2009.

Trio Student Support Services was awarded two, five-year federal grants: a continuation grant totaling nearly $1.2 million and a STEM (Science, Technology, Engineering and Math) Project grant totaling $1 million. These grants allow for special programming and dedicated staff to support students who are first-generation college attendees, students with disabilities and students from low income families.
Student Health Services website hits reached 20,448 and blog hits reached 4,402.

Student Health Services was featured in 14 Helmsman articles.

Student Health Services Survey responses affirm that every patient leaves Student Health Services Clinic understanding their diagnosis, treatment and follow-up care.

| Total Visits to Health Center – 14,753 |
| Medical Visits – 8,408 |
| Patients with single Visits – 78% |
| Patients with multiple visits – 22% |
| Information visits at front desk – 6,345 |
| Family Planning visits – 595 |
| Laboratory tests performed – 4,161 |
| X-Rays performed – 526 |

The University Center established a Foundation account to support enhancement efforts, including the purchase of art for the building.

As of the end of the fiscal year, the account balance stood at $27,515, including the first installment of a major gift from the Ronald C. Hart Family Foundation. Other significant gifts included in the total were received from Inman Construction, Aramark Corporation, Morgan Stanley Smith Barney, and Dr. Rosie Phillips Bingham.

The University Center opened on March 15, 2010. In its first month of operation, the UC hosted more than 340 individual meetings and events. In its first three months, that number rose to 1,472, putting it on pace to triple the number of bookings made last year in the Panhellenic Building, Rose Theatre, and associated outdoor spaces combined.

The UC has quickly become a showcase for community events as well. We have hosted local and national political figures as well as a large variety of other community members, leaders, and events.
“By working at the UC, I learned I’m better at quick thinking and problem solving than I thought! Now that I know this, I can apply it to my future jobs and excel there as well.”

-Sarah Bleau, Info Desk Assistant

Create a service-oriented culture in all units

As a result of participating in an internship advising appointment, students who reported that their knowledge of internships was average, above average or extensive moved from 59% to 95%.

Multicultural Affairs received a total of $68,154 in external funding from grants, gifts and donations.

$10,028 was generated this year in Career and Psychological Counseling Center Assessments Revenue. That’s an increase of more than 15% over last year.

The Testing Center experienced an 12% increase in the volume of tests administered from 2008 to 2009.
Off-campus housing fair

- Housing Fair revenue increased 35% (from $10,000 in 2008-09 to $13,500 in 2009-10)
- Student attendance increased 33% (from 602 in 2008-09 to 801 in 2009-10)
- Vendor registration increased 43% (from 21 in 2008-09 to 30 in 2009-10)
- Vendor booth rental increased 26% (from 39 in 2008-09 to 49 in 2009-10)
Students Learning through Engagement and Involvement

Students who are engaged and involved on campus are much more likely to succeed in college and graduate.

Your gift will foster student learning through engagement and involvement by underwriting scholarships and programs and by supporting our new University Center, the heart of student life at the U of M.

Giving Online
To make an online gift, please visit www.memphis.edu/sagive

Giving by Check
Please make your check payable to the University of Memphis Foundation. Please specify if you would like to give to the Donald K. Carson Leadership Scholarship or to the new University Center and student leadership programs.

Mail your check to:
The U of M Foundation
P.O. Box 1000
Memphis, TN 38148-0001

Or personally deliver your check to The Alumni Center at 635 Normal Street. Office hours are Monday -Friday, 8 a.m. to 4:30 p.m.

Thank you for your support.