2011-12 Student Affairs Annual Report
Students Learning through Engagement and Involvement
Dear Reader:

Here is your personal copy of the Division of Student Affairs 2011-2012 Annual Report. You will find evidence to suggest that students are quite engaged on our campus. This report documents the many ways in which students are involved in activities and participate in services that we believe contribute to their learning and development and connects them positively to the University of Memphis.

Our strategic goals and emerging priorities are included in this report. The goals include a focus on retention and graduation, increased participation in co-curricular activities and programs, cultivating a welcoming, safe and respectful campus environment, and fostering a service-oriented culture. We continue to be excited about our contributions to student learning and increasing our use of social media (Follow me on Twitter at @TigerBingham).

Strong interest in our off-campus pre-freshman year summer program, Frosh Camp, led us to add a third session this year. The one year retention of students who attended Frosh Camp in 2010 was an amazing 86%. With the addition of the University of Memphis Lambuth Campus, we are all expanding services to assure that students, faculty and staff are a part of every sector of U of M campus life. The staff on both campuses were delighted to plan for resident students, dining, fitness, new student organizations and tutoring. We are excited to support the growing student population at the Lambuth campus.

During the past year we have been in the midst of celebrating the University’s 100th birthday. Many alums came back to celebrate. Just a few of the celebrations were: the dedication of the Carson Circle Wall; the unveiling of the new TOM tiger statue; the time capsule; and the Mynders Hall centennial photography exhibit. These excited alums affirmed all of the work we do in student learning, retention and overall student success. We are proud of our campus collaborations to support the diverse needs of our students as we build campus community, increase involvement in leadership and community service, and help students graduate in a timely manner.

Although finances are still very tight we have managed to maintain ongoing initiatives while we create new and exciting opportunities in which students can learn through their engagement and involvement. As you read this report I hope you can feel our excitement and see our success. Thank you for spending some of your valuable time with this report.

Sincerely,

Rosie Phillips Bingham
Vice President for Student Affairs

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Vice President for Student Affairs

Departments within Student Affairs:

Adult and Commuter Student Services
- Off Campus Housing

Campus Recreation
- Intramural Services

Career Services

Center for Counseling, Learning and Testing
- Counseling Center
- Educational Support Programs
- Testing Center

Conference Planning and Operations

Multicultural Affairs

Parent Programs

Residence Life
- Child Development Center
- Tiger Dining

Student Affairs Learning and Assessment
- Commencement Office

Student Conduct Office

Student Leadership and Involvement
- Community Service
- Fraternity/Sorority Affairs
- Frosh Camp
- Leadership Programs
- Student Activities Council
- Student Organizations
- Up Til Dawn

Student Disability Services

Advising for Student Government Association

Student Health Services

Student Success Programs (formerly Student Support Services)

University Center
- Michael D. Rose Theatre
Student Affairs Vision for Students

Student Affairs has identified our Vision for Students through the learning outcomes below. Here’s just some of the evidence that Student Affairs contributes to learning and development.

Engaging Others in a Diverse World

100% percent of the 39 students that attended the Multicultural Retreat (hosted by Multicultural Affairs) indicated that they expanded their knowledge of other cultures through involvement in diverse activities and communication with fellow attendees.

95% of fraternity and sorority members (Student Leadership and Involvement) participating in the EBI Assessment (n=217) reported they had at least moderately improved their ability to discuss differing points of views in a respectful matter since joining their chapter.

Succeeding as a Professional

Prior to internship advising appointments provided by Career Services, 61% of students reported their knowledge of internships was average, above average, or extensive. After advising appointments, 95% of the same students reported that their knowledge level of internships was average, above average, or extensive.

Understanding and Managing Self

37 students graduated from Leadershape (Student Leadership and Involvement) in May 2012. Participants examined the skills of making effective decisions, serving as a change agent, identifying personal values, and exemplifying team work. At the end of the five-day institute participants reported at least a 43% increase in their confidence to enact each of these skills.
Students Learning through Engagement and Involvement

Increase student retention and timely graduation

**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:

**Retention rate defined:** A measure of the rate at which students persist in their educational program at an institution, expressed as a percentage. For four-year institutions, this is the percentage of first-time, full-time bachelors (or equivalent) degree-seeking undergraduates from the previous fall who are again enrolled in the current fall. From [oir.memphis.edu/Resources/Glossary.html](http://oir.memphis.edu/Resources/Glossary.html).

<table>
<thead>
<tr>
<th>Program Retention and Graduation Rate</th>
<th>Fall 2010–2011</th>
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<tbody>
<tr>
<td><strong>78%</strong></td>
<td>2010 Cohort of U of M First-Year Students</td>
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<td><strong>74%</strong></td>
<td>2010 Cohort of First-Year Commuter Students</td>
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<tr>
<td><strong>81%</strong></td>
<td>2010 Cohort of First-Year Students Living in Residence Halls</td>
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<tr>
<td><strong>88%</strong></td>
<td>2010 Cohort of First-Year students in Living Learning communities</td>
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<td><strong>86%</strong></td>
<td>Fall 2010 Frosh Camp participants returned in Fall 2011.</td>
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<tr>
<td><strong>96%</strong></td>
<td>Fall 2010 first-year students participating in Emerging Leaders returned to U of M in Fall 2011; 83% of those who began in 2006 have graduated.</td>
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<td><strong>90%</strong></td>
<td>Black Scholars (Multicultural Affairs) have reenrolled and/or graduated since 2004.</td>
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<tr>
<td><strong>81%</strong></td>
<td>Students who used Campus Recreation and Intramural Services two or more times in Spring 2011 returned in Fall 2011.</td>
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<tr>
<td><strong>95%</strong></td>
<td>Those who completed the Academic Strategies 1100 Career Unit Learning Assessment in Fall 2011 re-enrolled for Spring 2012.</td>
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Center for Counseling, Learning, and Testing (CCLT) continued their correlation study on whether students who have utilized the psychological counseling for six or more sessions persisted in their pursuit of a degree. One-hundred sixty-two participants were selected randomly from the database of students who used the CCLT for psychological counseling. Results indicate a strong correlation between the number of counseling sessions and continued enrollment & graduation (.088/1.0).

Students who met with a Student Disability Services staff member for a weekly academic coaching session during their first semester registered with the office had significantly higher persistence rates. Examining four years of cohort data, those who met weekly during their first-year on campus were retained at a rate of 99%. Those who did not meet weekly were retained at a rate of 85%. The annual average number of new students who meet weekly is 37.

The University of Memphis secured a grant from the Suder Foundation to launch the First Scholars Program (Student Success Programs). We are one of four schools across the country given such a grant. Beginning Fall 2012, the program provides 20 first-time first generation students with a $5,000 scholarship renewable for three years. During year one, students attend Frosh Camp, live together on a residence hall floor, take a common ACAD 1100 course, and engage in co-curricular activities geared toward transitioning to college. Throughout the program, students will engage in leadership and career development, service projects, and eventually serve in various capacities within the First Scholars unit including serving as peer mentors, ambassadors, and student assistants.

Since 2005, The University of Memphis has hosted TRiO programs (Student Success Programs) beginning with The Classic Program and adding the STEM program in 2010. Participants are more likely to graduate than their peers. Compared to the six year graduation rate of the university (2006-2012 = 40%), 65% of participants (n=66) from the 2006 cohort either graduated or are still enrolled. The 2010 cohort (n=141) had a retention rate of 95% to Fall 2011.

Career Tracks (Career Services and Student Disability Services) participants for 2011-12 (n=21) had a higher GPA (2.83 vs. 2.5) and more credit hours (14.42 vs. 11) than their non-participating comparison group.

“Career Tracks, a program run by Student Disability Services and Career Services, provided me with the tools I needed to improve my resume and interviewing skills for a national internship. Through the guidance of my Career Tracks counselor, I was able to obtain an internship with a Fortune 60 company.”
— Brian Duley
Students Learning through Engagement and Involvement

Strengthen student connection to the University community

Student Leadership and Involvement had 52 students participate in the 2011-2012 Professional Mentor Program, representing 36 professional interests. Additionally, 40 professionals, representing local companies and organizations, served as mentors.

• The Memphis Connection Program had 10 student participants from the University of Memphis and 10 student participants from the University of Tampa. Those students completed between 320 and 350 hours of community service among the various sites in Memphis and Tampa.

• Students in the Emerging Leaders Program completed 1,558 hours of community service in the fall semester and 1,829 hours in the spring semester.

• Retention of Tiger Leadership Institute Level 1 participants increased from 68% (2010-2011) to 77% percent (2011-2012) as 54 students were retained. Graduates’ average GPA for Spring 2012 was 3.05. Spring 2012 Level 2 participants had a 3.16 term GPA and Level 3 participants had a term GPA of 3.11.

Residence Life continues to provide a viable living and connection option for students. In fall 2011 there were 2,473 students residing on the main campus, almost a 10 percent increase in number of students from Fall 2010.

Multicultural Affairs promotes active involvement in campus life through a range of activities and programs geared toward diverse student populations. Ten student organizations directly advised by Multicultural Affairs boast over 500 student members collectively.

A partnership between Student Health Services and Campus Recreation and Intramural Services, Tigers Feel Great had 133 participants. This is the first year students exercised once a week in an organized program. Participants attended an average of eight out of 10 sessions. Over the 10-week program there was an average of 10 participants per session.

117 students participated in the Fitness Framework program through Campus Recreation and Intramural Services. This was a 7% increase over last year and the largest number to date. 73% said the program made them feel more capable of creating and organizing their own workout program.

Student Leadership and Involvement coordinates community service events with Students Advocating Service (SAS). In 2011-2012, 627 students volunteered for 3,356 hours. One event was Memphis Serving Memphis Centennial Service Day, which focused on neighborhood clean-up efforts in the University District and Orange Mound communities. 157 students, staff and faculty provided 483.5 hours of service to the community.
“When I first began applying to nursing school I did not know which way to turn. All the applications and tests that were required were overwhelming; not to mention the many details that had to be worked out before I even gained entrance into the program. Being in this mentoring program was a wonderful experience that allowed me to help other adult students make college life less stressful and/or intimidating.”

— Heather Bridgers, Nursing, Adult Scholarship recipient and Mentor

Career Services has supported students’ goals of finding a major and career through 909 advising appointments in 2011-2012:

- Resume Appointments: 229
- Mock Interviews: 102
- Advising Appointments: 304
- Internship Appointments: 274

Working on campus can connect students and positively influence retention: According to data from the Financial Aid Office, there are 2,159 students (398 are Federal work-study) who work on-campus during the 2011-2012 academic year. 428 of these students work in departments within Student Affairs.

A third Frosh Camp (Student Leadership and Involvement) session was added due to high demand. This allowed for 728 participants in summer 2012 Frosh Camp vs. 537 participants in summer 2011. 94% of attendees who completed a post-Camp survey (n=175) believed Frosh Camp made them feel better connected to the U of M.

Career Services reports 4,879 students participated in internships; Over 1,500 students participated in Fall 2011 and Spring 2012 Career and Internship Expos.

There are 218 registered student organizations (Student Leadership and Involvement) consisting of 11,128 members, a 17.4% increase in number of organizations from 2010-2011.

Student Leadership and Involvement’s Up ‘til Dawn raised $75,013 in 2011-2012 through its letter writing campaign and over 50 fundraising and awareness events.

Campus Recreation and Intramural Services reports there were 4,507 students (1,384 women) who participated in intramurals.

Student Leadership and Involvement’s Student Activities Council hosted 104 events with 18,140 students participating in 2011-2012.

Adult and Commuter Student Services provides scholarships to hard-working non-traditionally aged (over 24) students. Recipients mentored first-time and transfer adult first-year students.

This year, there was an increase of 8.5% in Pinnacle National Honor Society membership through Adult and Commuter Student Services (165 in 2011 vs. 179 in 2012).

Student Affairs supported the implementation of programs at the Lambuth Campus. During 2011-2012 the Division:

- Helped host a baccalaureate for Lambuth campus graduates.
- Supported efforts to have a New Student Convocation.
- Established a fitness center.
- Opened a residence hall and dining services.
- Aided in creation of student activities and organizations.
- Supported the implementation of tutoring, career and disability services.
Cultivate a respectful and intellectually stimulating campus environment

**Over 700 students, faculty and staff signed the Civility Pledge:**

“Because I am a Memphis Tiger, I commit to pursuing excellence in my academics, professional, and personal life. Because I am a Memphis Tiger, I will uphold high ethical standards. I will conduct myself with dignity and respect on campus, in social media, and in the global community. Because I am a Memphis Tiger, I will hold myself, other students, staff, and faculty accountable to setting a higher standard of excellence. I will challenge all to take responsibility of their behaviors, attitudes, and actions. I believe in integrity. I believe in respect. I believe in civility, because I am a University of Memphis Tiger.”

**Focus on Civility Campaign:**

In Fall 2011, nine programs were hosted with a total attendance of 1,155 students, faculty and staff.

In Spring 2012, 13 programs were hosted with 2,164 students, faculty and staff participating.

Programs included community service, educational workshops, staff and faculty training and outreach to specific student populations such as those in the residence halls.

3,555 students, faculty, staff and community members attended the Black History Month programming (*Multicultural Affairs*). For Hispanic Heritage Month, a total of 20 events took place. Over 15 student organizations participated in activities.

The University of Memphis Code of Student Rights and Responsibilities (CSRR) was revised by the Student Conduct Office, which allowed for a shorter and easier navigation of the document. The CSRR provides clear expectations as to how the University of Memphis expects students to behave and engage with others.

**Student Health Services** kicked off Memphis Healthy U with an event that hosted over 500 students, faculty and staff. They participated in a range of activities to promote a healthy lifestyle. Memphis Healthy U’s mission is to support University of Memphis students, faculty and staff in leading a healthier life.

**Student Disability Services** reports 200 University of Memphis students served as classroom note takers for students with disabilities for 545 different classes during 2011-2012. Their voluntary service represents over 20,000 community service hours to the U of M community.

The University of Memphis conducts the EBI Climate Survey every other year to a random sample of 3,500 students. In Spring 2012, 1,028 students replied. Highlights include:

- Education at the University of Memphis has broadened students’ interests.
- Experience with diversity has helped develop critical thinking.
- Experience with diversity has helped students to consider real world problems from multiple perspectives.
- Experience with diversity has helped students prepare for work in diverse work places.
The Fall 2011 New Student Convocation had almost 1,000 students in attendance the first day of classes to learn academic and co-curricular opportunities provided for University of Memphis students. Students are surveyed as to what extent they felt the following objectives were accomplished:

- Create a sense of loyalty and connection to the University of Memphis.
- Promote school spirit.
- Focus students’ attention on the goal of graduating.
- Increase students’ knowledge and understanding of academic tradition.
- Develop a sense of community among incoming students.
- Explain the benefits of being involved outside of the classroom (e.g. Study Abroad, Internships, Student Organizations.)

The number of students participating in the survey was 789, of which 493 indicated they attended New Student Convocation. Across five of the six objectives, 90% of students agreed or strongly agreed that the outcome was accomplished. For the outcome of developing a sense of community among incoming students, 80% agreed or strongly agreed this outcome was accomplished.
Create a service-oriented campus culture in all units

A **Student Health Services** satisfaction survey with 206 respondents revealed 88% of respondents indicate they agreed or strongly agreed that all staff were caring, approachable, interested in the patient and took the time to discuss issues/problems.

**Conference Planning and Operations** planned 19 large conferences/expos for 10 different University departments. They also assisted and managed over 60 events with the University Center and increased overall revenue by 30% from 2010-2011.

The **University Center** coordinated 5,998 events during 2011-2012; 48% of these events were University of Memphis faculty and staff events and 47% were student organization events.

**Student Housing Fair (Adult and Commuter Student Services)** was a great success. 95% of attendees that completed an evaluation indicated that, as a result of the fair, they will be better able to find a place to live. 93% indicated they are very likely/likely to use the Off-Campus Housing website to search for housing.

The **Testing Center** (CCLT) proctored 4,363 tests in Spring 2012.

**Educational Support Programs** had 19,022 students log-in during 2011-2012. The number of students who use ESP increased 6% since 2010-2011 and 14% since 2009-2010.

Over 23,000 hours of tutoring was provided by **Educational Support Programs**, including over 1,100 online hours.

**Parent Programs** increased subscriptions to their e-newsletter from 4,072 (2010-2011) to 6,552 (2011-2012). In the 2012 Parent Survey, 90.6% of respondents (n=234) said the Parent E-news was “Very Informative” or “Moderately Informative.”

“The [parent] program is very informative and I like that I am able to be ‘in the know’ about activities and issues regarding my student and her education.”

“Whenever I had a question it was easy to navigate the parent website and either find a link to answer my question or find a phone number to call. Whenever I have called the U of M, everyone I have spoken with has been VERY nice and helpful. That means very much to a parent!”

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Join us for a premier educational experience for all who value supporting student learning and development:

Memphis In May Student Affairs Conference (MIMSAC) is May 17, 2013.
saweb.memphis.edu/mimsac/index.htm

The Mission of Student Affairs is to foster student learning and promote student success through engagement and involvement in community, academics, diversity and leadership.

Students engaged in campus life are much more likely to succeed in college and graduate.

Your gift can help support programs that foster student learning through engagement and involvement. Your tax deductible contributions can underwrite scholarships and programs that make a difference to our diverse student body in the areas of career services, student counseling, leadership training, multicultural programs, fraternity and sorority life, health and fitness initiatives, adult and commuter student programs, disability services, facilities such as our new University Center, parent programs and much, much more.

We ask that you aid our mission to engage, involve, educate and graduate U of M students by making a gift in support of Student Affairs programs today.

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Visit www.memphis.edu/sagive, click “Make a gift”, and designate your gift to the area(s) of your choice via our online giving form.

Giving by Check
Make check payable to the U of M Foundation, noting the preferred designation(s), and mail to:

Dept. 238
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.