Dear Friend of Student Affairs

It is hard to believe that we’re already in the midst of wrapping up another fall semester here at the University of Memphis. As we stop and reflect on what we have done well and in what areas we need improvement, we have to consider past accomplishments to gage current progress. To that end, the Division of Student Affairs is pleased to provide you with this 2012-2013 annual report.

We believe students learn and develop through their involvement in student affairs programs and the use of our services. This report provides evidence that we are influencing learning, supporting retention and graduation, increasing the levels of involvement of our diverse student body, creating a campus that welcomes diversity and promotes leadership development, and doing all of this with exceptional student affairs staff who are committed to high levels of service.

The past year has brought many challenges to our division, particularly with lean budget times. However, we continue to keep our purpose in sight: we exist to help students learn through their engagement and involvement. We believe this report captures many important ways in which we contribute to the lives of our students, the staff and faculty of this university, and the Memphis Community. A few highlights for the 2012-2013 academic year:

- Increased retention for students involved in student affairs programs and who use our services
- Expansion of programs such as Frosh Camp and Emerging Leaders
- Emphasis on helping students develop a sense of self and an ability to interact with others
- Increase in programs and services geared toward connecting students in ways that help them find meaning and value
- Continued development of student services and programs at our Lambuth campus
- Partnerships across the Division and the institution to positively influence student success.

I do not know where the time goes. It seems just like it was yesterday that we were publishing our 2011-2012 report (which by the way you can view all of our past reports at www.memphis.edu/studentaffairs/annualreports.htm). I am so proud of our accomplishments and the extent to which we are able to support student learning through involvement and engagement. I welcome your feedback at rbingham@memphis.edu or via Twitter @TigerBingham.

Best,

Rosie Phillips Bingham
Vice President for Student Affairs

Departments within Student Affairs:

- Adult and Commuter Student Services
  - Off Campus Housing
- Campus Recreation
- Intramural Services
- Career Services
- Counseling, Tutoring and Testing
  - Counseling Center
  - Educational Support Programs
  - Testing Center
- Conference Planning and Operations
- Disability Resources for Students
- Multicultural Affairs
- Parent and Family Services
- 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
- Advising for Student Government Association
- Student Health Services
- Student Success Programs
  - TRiO
  - First Scholars
- 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**

Of 836 residents participating in a spring 2013 **Residence Life** survey, 83.2% of students report that living on campus has helped them meet other people, 84.8% live cooperatively with others, and 82.5% improve their interpersonal relationships.

92% of the 78 students who attended the Cyberbullying seminar hosted by Adult and Commuter Student Services were able to identify when respect is demonstrated, and how it is demonstrated.

**Succeeding as a Professional**

91% of students (n=6883) indicated an ability to apply instruction provided by tutors after visiting an **Educational Support Program** (Counseling Center) learning center.

548 students completed a **Career Services** module during ACAD1100 which explored potential careers based on their personal preferences and traits. In a survey completed at the end of the module, 98% had at least average confidence they could identify the skills needed for their potential career.

**Understanding and Managing Self**

Of 117 students that participated in an October 2012 **Student Health Services** survey to gage a student’s understanding of her/his health, 96% understood their diagnosis, 97% understood their treatment plan, and 98% understood their follow-up instructions.

The focus of Level I in the Tiger Leadership Institute (**Student Leadership and Involvement**) is to help students increase their self-awareness and self-management skills. Of 45 Level I participants: 100% identified improvement in self-awareness, 100% identified improvement in understanding self and others, 80% identified improvement in self-management (time-and task management, goal setting, stress management) and 80% identified improvement in critical thinking (applying what they learned).
Increase student retention and timely graduation

**Program Retention and Graduation Rate**
**Fall 2011–2012**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>76%</strong></td>
<td>2011 Cohort of U of M First-Year Students (n=2473)</td>
</tr>
<tr>
<td><strong>93%</strong></td>
<td>of 190 Emerging Leader participants in ’11-’12 returned in Fall 2012 or graduated prior to Fall 2012</td>
</tr>
<tr>
<td><strong>91%</strong></td>
<td>of 601 Black Scholars Inductees from 2007-2012 returned in Fall 2012 or graduated prior to Fall 2012</td>
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<tr>
<td><strong>90%</strong></td>
<td>of 1125 students who participated in fraternity/sorority life in ’11-’12 returned in Fall 2012 or graduated prior to Fall 2012.</td>
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<tr>
<td><strong>89%</strong></td>
<td>of 6,860 students who used the Campus Recreational Center at least once in Spring 2012 returned in Fall 2012</td>
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<tr>
<td><strong>84%</strong></td>
<td>of 510 first-year students who attended Frosh Camp returned in Fall 2012</td>
</tr>
<tr>
<td><strong>84%</strong></td>
<td>of all students using ESP returned in Fall 2012 or graduated prior to Fall 2012</td>
</tr>
<tr>
<td><strong>81%</strong></td>
<td>of 239 students living in Living Learning Communities 11-12 returned in Fall 2012</td>
</tr>
<tr>
<td><strong>81%</strong></td>
<td>of 387 students participating in TRiO STEM or TRiO Classic returned in Fall 2012 or graduated prior to Fall 2012.</td>
</tr>
<tr>
<td><strong>77%</strong></td>
<td>of 1,309 First-Year Students living in the residence halls in 11-12 returned in Fall 2012</td>
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</tbody>
</table>

**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 by the chart on the left, 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.
Educational Support Programs (ESP) learning centers made 1081 contacts with Early Intervention (EI) students; the retention and graduation rate for EI students who utilize ESP services is 84%.

84 first-year students on the Learning Disability (LD), Attention Deficit Hyperactivity Disorder (ADHD), and Autism Spectrum Disorder (ASD) Caseload were given the option to participate in weekly coaching meetings with Disability Resources for Students (DRS) staff. 87% of those who met weekly (n=31) returned/graduated in/by Fall 2012. Those who did not meet weekly (n=53), had a retention/graduation rate of 68%.

20 participants in the newly created First Scholars Program (Student Success Programs) had a cumulative GPA of a 3.25 compared to a random sample of students with similar characteristics that had a GPA of 2.95.

21% of all students (n=856) using Disability Resources for Students were on the Dean’s List in Spring 2013. This is the highest percentage of students on the dean’s list that use DRS services in a 10 year period of tracking. The percentage on academic probation was at a four-year low.

As part of a mixed methods study, First-Year students were asked to evaluate the extent to which student affairs programs has an influence on their decision to return to campus. 195 students replied to the survey. Involvement in student affairs programs and use of services was a significant predictor (.68) in whether these students would return to the University of Memphis.

Participation in leadership programs (Student Leadership and Involvement – SLI) is a factor for high levels of student retention and persistence: Retention rates for participants in Emerging Leaders, Professional Connections, and Tiger Leadership Institute during the 2011-2012 academic year are 92%, 89% and 93% respectively. A total of 326 students participated across these three programs, and 92% returned in the Fall 2012 semester or graduated in December 2011 or Spring/Summer 2012.

“With all the support from Disability Resources for Students, I graduated cum laude. I know that I never would have been able to pass half my classes (especially math) without their help. I am excited to begin my career as a special education teacher and help kids who struggle like I did in school.” — May 2012 Graduate
Students Learning through Engagement and Involvement

Strengthen student connection to the University community

This year, Service on Saturday (Student Leadership and Involvement) saw a 30% increase in attendance, totaling 875 participants and over 3,073 hours of service to the Memphis community.

Membership in the Adult Student Association (ASA) (Adult and Commuter Student Services) increased 7% from 115 in 2011-12 to 123 in 2012-13.

Multicultural Affairs reports 71 students attended the International Student “Welcome.” Of 52 students who took a follow up survey, 100% could identify two administrators that spoke, 85% identified two names of students from a different culture, and 100% listed at least two activities for opening week.

A study conducted by Residence Life with 836 respondents found that 83% of students report that living on campus has helped them meet other people, 85% live cooperatively with others, and 83% improve their interpersonal relationships.

Student Leadership and Involvement reports its all-time high of 230 student organizations had over 11,600 members, 998 of which are listed as organization officers! 11,722 students attended at least one Student Activities Council event. Community service events organized by Student Leadership and Involvement had 1,142 participants accumulating 4,210 hours.

Up ‘til Dawn (Student Leadership and Involvement) has been recognized as the top fund-raising chapter in the country, donating a little more than $122,000 to St. Jude Children’s Research Hospital for 2012-2013.

Campus Recreation and Intramural Services reports 3,679 students used the facility at least one time in 2012-2013; 10,987 students used the facility two or more times; and 175,000 card swipes were recorded.

“Alternative Spring Break (ASB) Staycation has truly been a rewarding experience, which motivated me to continue volunteering in Memphis, taught me so much about our city, and made me feel proud to be a volunteer in a city filled with loving people, dedicated workers, and motivated students.” — ASB Participant
Career Services supported students’ goals of finding a major and career through:

- Helping 5,690 students secure academic internship.
- Providing 1,031 career advising appointments (e.g. resume review, job/internship assistance/mock interviews).

The Alternative Spring Break (ASB - Student Leadership and Involvement) Staycation program was revived this year, providing five students and one staff member with opportunities to serve the Memphis community and get introduced to Memphis sites, tastes, and sounds that students had not previously experienced. ASB Staycation provided over 121 hours of service to the Memphis community. ASB Destination took 13 students and two staff to Atlanta, GA where participants provided a total of 587.5 hours of service, and engaged in a great deal of reflection and discussion.

We continue to strengthen the programs, resources and services provided to students at the Lambuth campus. This year we:

- Increased occupancy in residence halls to 62 students in Fall 2012; provided 19 programs in these halls to 337 attendees.
- Aided in the beginning of student organizations, including 18 newly registered clubs and interest groups.
- Student disability protocols were completed and updated.
- Developed a student advisory council to lay the foundation for participation in the student government association.

“Because I am involved in many different organizations on campus, I have learned that with leadership comes responsibility. I have learned how to time manage between involvement, school, as well as having a job. Being a leader on campus has taught me so much. It has shaped me into being a better communicator and a better listener to those around me.” — Carmen Garcia
Students Learning through Engagement and Involvement

Cultivate a respectful and intellectually stimulating campus environment

TRIO students (Student Success Programs) attend a minimum of three workshops per semester. During 2012-2013, 83 workshops were held (36 in the fall and 47 in the spring). These workshops were presented through collaborative efforts with 16 departments on campus and six off-campus partners. Across the workshops 833 students attended.

SafeZone (Counseling Center) continued efforts to make the campus a welcoming place for our gay, lesbian, bisexual, transgender, and questioning students. Over 30 trainings and presentations occurred in 2012-2013 and 234 faculty/staff/students have completed certification training since its launch in 2011.

The Stress Management Center (SMC) was launched in 2012-2013 by the Counseling Center, in partnership with Student Health Services and Campus Recreation and Intramural Services. Fifty seven students visited the SMC 80 times over the course of the year. Using a 10-point Likert scale, students reported a 50% decrease in their stress after using the SMC.

Multicultural Affairs led efforts for the recognition of the Memphis State Eight. More than 400 students, faculty, staff and guests attended the unveiling of the marker located by the Administration Building. Speakers included U of M President Raines, Memphis Mayor A C Wharton, Shelby County Mayor Mark Luttrell, and U.S. Representative Steve Cohen.

Office of Student Conduct (OSC) staff identified new educational conditions (or combinations of sanctions) that would be more effective in reducing recidivism related to key violations of University policy. Changes in process and focus on deterrence have reduced the Academic Misconduct recidivism rate down from nine in 2011-2012 to zero in 2012-2013.

Residence Life hosted 60 different programs across all of its halls that focused on multiculturalism and diversity. Attendance across the programs was 478 students. Three of these programs occurred at the Lambuth campus, with 63 attendees.
80 students participated in the etiquette luncheon coordinated by Career Services and Student Leadership and Involvement. 100% of survey participants strongly agreed or agreed that the etiquette lunch provided them with new perspectives on how to function in a business including professional communication methods, dining etiquette skills, and networking techniques.

There was a 60% increase in participation at Mental Health Wellness Day (Counseling Center). There were 50 attendees in its spring 2012 debut and 80 attendees in spring 2013.
Create a service-oriented campus culture in all units

Using a **Counseling Center** session evaluation form, students (n=55) indicated their well being increased from 2.5 at start of therapy to 4.3 at termination (1 = very poor and 5 = very good). Students ratings of their counselor indicated an average rating of 4.9 on 5-point scale.

**Parent and Family Programs** administered their annual Parents’ Survey in late May 2013. Open for two weeks, 181 parents responded. 97.84% were very or moderately satisfied with the parent programs and services offered. The number of subscribers to their newsletter has almost doubled from 4,072 in 2011 to 7,089 in 2013.

Students continue to report a high level of satisfaction with **Student Health Services**. Patients using services between April 1-19, 2013 were asked to what extent they were satisfied with the services received. At least 96% of the 138 patients completing the survey agreed or strongly agreed that staff was caring, helpful, and approachable.

In March 2013 **Conference Planning and Operations** received a One-Stop-Shop Certification from one of the most recognized organizations for collegiate conference and event planning in the industry, ACCED-I (Association of Collegiate Conference and Event Directors International). CPO continues to excel as a full-service department by offering excellent customer service.

**The University Center (UC) and Rose Theatre** had over 7,600 events for these two populations alone. 97% of these events were for students and/or campus departments. There were 264 external clients. Revenues were up six percent from 2011-2012.

**Adult and Commuter Student Services (ACSS)** conducts their satisfaction survey annually. There were 118 students who completed the survey this year. 98% of students feel welcomed, 96% felt comfortable, 96% thought the staff was friendly and helpful, and 88% felt that the office connected them more to other students.

“Parent and Family Services is very helpful whenever I need something or need to talk to someone. My daughter is a long way from home and it’s very reassuring knowing that I can call and talk to someone when and if I need help.” — **Parent**
Please contribute to student affairs in order to support student retention and graduation. When students participate in programs and services such as these described herein, they are indeed more likely to return to school and to complete a degree. Your dollars help us to grow the programs and reach more students.

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 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.

**Giving Online**
Visit [www.memphis.edu/sagive](http://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.

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**Student Affairs Scholarships and Funds**

- Adult Student Association Enrichment Fund
- Allen J Hammond Memorial Scholarship
- Author S Holmon Scholarship (Multicultural Affairs)
- Donald K Carson Leadership Scholarship
- First Scholars Fund
- Multicultural Affairs Department Fund
- Parent Fund
- Student Affairs Leadership Fund
- University Center Enrichment Fund
- William P Roberts Memorial Fund (Disability Resources)

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**Adult and Commuter Student Services**
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@uofmemphis_acss

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/UofMRecCenter  
@UofMCampusRec

**Career Services**
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@UofMCareer

**Conference Planning and Operations**
/UniversityOfMemphisCPO

**Dining Services**
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@MemTigerDining

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**Student Leadership and Involvement**
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