Division of Student Affairs

- Campus Recreation & Intramural Services
- Career Services
- Child Development Center
- Dean of Students Office
- Disability Resources for Students
- Multicultural Affairs
- Parent & Family Services
- Residence Life & Dining Services
- Research, Assessment & Planning
- Student Accountability, Outreach and Support
- Student Leadership & Involvement
  - Adult, Off-Campus and Transfer Student Support
- Student Health & Counseling Services
- Veterans & Military Student Services

Dear Friends of Student Affairs,

Last year I had the honor to become the Vice President for Student Affairs at the University of Memphis, and am proud to share our division’s achievements from the 2016-2017 academic year.

In these pages you will learn more about new programs in Career Services and Parent & Family Services, as well important milestones for existing programs like the LeaderShape® Institute. You will notice our how students involved in our programs continue to have higher retention rates than students not involved in our programs.

At the end of this report you will find more information about how you can help support Student Affairs at the University of Memphis, so that we can continue to innovate and expand existing services to even more students.

We thank you for reviewing this report and our ideas about how we continue to contribute to the lives of students here at the University of Memphis!

Darrell Ray, PhD
At the University of Memphis, we know that when a student is engaged both inside and outside the classroom, they are more likely to succeed academically and thrive personally and professionally. Student Affairs offers a variety of programs and opportunities to engage students that have a track record of helping them excel.

Below are just a few highlights in how our programs and services help UofM students succeed, and have higher persistence rates (persistence means the student graduated or was retained to the following year as a student).

- **The Tiger Success Institute** supports first-generation college students, and had an 88% persistence rate compared to 70% for all first-generation students.
- **Participants of the Empowered Men of Color program** had an 81% persistence rate, compared to 74% for men of color at the UofM in general.
- **Students who lived in our residence halls** have had a persistence rate that has averaged almost 5 percentage points higher than non-residents over the past four years.
- **LeaderShape, Emerging Leaders and Registered Student Organization members** had persistence rates in the 90% range compared to 77% retention rate for all undergraduates.

### Persistence Highlights from Fall 2016 to Fall 2017

- **97%** Emerging Leaders participants (188 Students)
- **81%** Residential Students (2,685 students)
- **91%** Members of Registered Student Organizations (3,853 Students)
- **97%** LeaderShape participants (32 students)
- **88%** Participants in Tiger Success Institute (89 Students)
- **91%** Fraternity & Sorority members (1,464 Students)
- **89%** Students in Living and Learning programs (488 Students)
- **90%** Students who utilized Career Services (2,803 students)
- **81%** Students in Empowered Men of Color program (68 Students)
Over the 2016-17 academic year, Student Leadership & Involvement (SLI) offered a variety of programs and development opportunities.

- There were 1,117 members of fraternities and sororities, including 541 new members.
  - 88% of fraternity and sorority members surveyed reported feeling that they are part of the campus community as a result of their chapter membership.
  - In spring 2017, fraternity and sorority members earned a GPA 0.31 points higher than the overall undergraduate GPA.
  - The University’s Order of Omega chapter was reactivated with a focus on fraternal and professional development for juniors and seniors.
  - Community-wide fraternity and sorority Title IX & Bystander Intervention trainings were implemented.

- The Student Activities Council hosted 72 events with more than 12,000 students in attendance.

- SLI recognized 262 active Registered Student Organizations (RSOs) with 3,926 student members.
  - RSO members had an average 3.08 GPA.

- The Tiger Leadership Institute is a semester-long program that offers leadership education to any undergraduate student, with three different levels of curriculum to meet student needs. Participants in the program reported their level of confidence in leadership abilities increased by an average of 28% due to their participation in the program.

- The LEAD Conference focuses on personal development of UoM students and fostering organizational growth for their organizations, and connects students with presenters from across the City of Memphis. As a result of participating in the conference, 79% of respondents felt more comfortable working in diverse environments.

Across the division of Student Affairs, we work to help provide opportunities for students to connect and give back to their community.

- The SLI office received the “Nonprofit Initiative Award” from Volunteer Memphis for work done to expand volunteer and service efforts.

- SLI developed an exclusive partnership with Volunteer Odyssey, a community organization that connects local volunteers and non-profits, to advertise, track and maintain all student service opportunities.

- The SLI program Service on Saturday contributed 1,305 hours of service to 40 local organizations.

- Alternative Break trips allow students to spend a college break serving nonprofit agencies and their clients. Students travelled to Gatlinburg, TN and St. Louis, MO and contributed 225 hours of community service which equates to a $15,005.12 positive economic impact to those communities.
  - Alternative Break participants reported 66.67% growth on the Active Citizen Continuum, a measure of how actively individuals engage with their communities.

- Fraternity and sorority members contributed more than 6,000 hours of community service which equates to more than $144,840 in economic impact and raised more than $165,000 for local and national philanthropic organizations.

- The Student Veterans Organization and Veterans and Military Student Services Center generated more than $6,000 for starting the Tiger Veterans Library, which supports student veterans acquire textbooks.
In 2017 the University of Memphis celebrated its 10th anniversary session of the LeaderShape® Institute. The LeaderShape® Institute is an intensive, energizing, integrity-based educational experience designed to help students develop a vision for a just, caring and thriving world. Founded in 1986 as a program for fraternity members, LeaderShape® quickly grew into an organization with several programming arms dedicated to leading with integrity. The University of Memphis hosted its first campus-based session in 2007 and has graduated more than 400 students from the program.

In 2016 focus groups with alumni of the program were conducted to learn about the impact LeaderShape® had on their experience at the University of Memphis. The focus groups sought to understand how students had grown as a result of participating in the program and what actions it translated into on campus. The inquiry found that students grew tremendously in their confidence and self-efficacy, their ability to take calculated risks, their development of integrity, and their adaptability.

Some highlighted quotes from participants:

“This program changed my view of leadership because it helped me recognize that it didn’t matter who you were or where you came from. In the end, all that mattered was that you knew yourself and believed in yourself and that you could use your personality to lead effectively regardless if you are an introvert or extrovert.”

“This program assisted me in becoming a leader because it gave me the tools to succeed. Once I was able to recognize that I could be a quiet leader by accepting my personality myself, I felt compelled to seek out opportunities to lead.”

“This program assisted me in becoming a leader because it helped me understand how I could combat my fear and take a stand. It also helped me understand how I could take on leadership opportunities without having the fear of failure on my back. Because of this program, I was able to learn how to combat my fear and believe in myself.”

“This program changed my view of leadership because it helped me recognize how important it is to live with integrity. This program challenged me to understand how I needed to understand my values in order to live them out overtime.”
The University of Memphis considers parents and family members valuable partners in student success. Parent & Family Services’ mission is to support, inform and engage the parents and family members of prospective and current students. Events and services connect parent and families to be engaged in student success.

Launched in summer 2017, the Parent & Family Association provides an even deeper connection for parents through their membership. Almost 500 people have joined the association.

Parent & Family Weekend 2016 was a huge success with a record 1,000 parents, family members, guests and students participating. This is an important event in connecting parents and families with the University and allowing them to experience our campus in a completely new way.

The Parent Fund continues to give back in supporting our programs and services and helps to assist students in crisis through donations to the Rosie Phillips Bingham Student Emergency Fund and the Tiger Food Pantry. Assistance for both is a founding initiative of the Parent & Family Association and important to the members. The Parent Fund through the Parent & Family Association has also assisted in the creation of 12 book scholarships for association member students.

Parent and family engagement is just another part of how the Division of Student Affairs is helping students to succeed.
It’s an exciting time to be Tiger Talent and for Career Services at the University of Memphis!

Over the 2016-2017 academic year, Career Services launched the ‘Hire Tiger Talent’ campaign to provide additional internship and employment opportunities for students.

Career Services piloted a new college-based service to students with the Kemmons Wilson School of Hospitality and Sport and Leisure Management and for students with STEM majors in the College of Arts & Sciences and the Herff College of Engineering. This pilot allowed for career specialists to focus on students and employers in specific career areas and help students to become career ready and gain practical experiences and employment opportunities.

Career Services served more than 2,800 different students through workshops, resume reviews and presentations. Career Services also increased the number of first-generation students who participated in the Tiger Success Institute, resulting in 86 students becoming First Gen Ambassadors.

The Career Specialist Pilot Program was a spectacular success at the Kemmons Wilson School! The innovative program enhanced our student-focused career development efforts through creative coordination of available resources within the school and through implementation of best practices in the industry. Students now have a career guide that can walk them through all aspects of career development from resume writing to career planning. In that regard, Ms. Marta Fohn, our assigned Career Services Specialist, was outstanding and helped our students with internships and career placement within the industry. We thank the Office of Student Affairs for creating this great program.”

Radeesh Palakurthi, Professor and Dean of the Kemmons Wilson School of Hospitality & Resort Management

“I could not be more pleased with our partnership between the College of Arts & Sciences and the Office of Career Services during the past year. Having a dedicated professional in our college to assist our students in their career preparation and career development is an invaluable complement to the academic preparation and guidance they receive from our faculty and academic advisors. From the time they join us, students receive assistance in learning how to prepare themselves for the workplace and develop a resume, to identifying internships opportunities, preparing for job interviews, and successful obtaining career placements directly related to their academic majors. This is a key part of what students and parents expect from us at the University of Memphis, and we are proud to partner with Career Services in helping to provide that.”

Thomas Nenon, Professor and Dean of the College of Arts and Sciences
At an institution serving more than 20,000 students, the Division of Student Affairs works to provide vital services to thousands of students each year to help them succeed. To give a sense of everything we do to help support and enrich the student experience, here are a few examples of some of our numbers from over the 2016-2017 academic year:

**Disability Resources for Students**
- Registered 328 new students for support and accommodations compared to 294 new students in the previous year.
- Proctored 434 exams during the academic year.
- Collaborated with the Loevenberg College of Nursing to provide testing accommodations to nursing students in the Community Health Building and proctored 226 nursing exams for 42 students.

**Campus Recreation & Intramural Sports:**
- Supported eight club sports teams and their 75 members, including the brand new Equestrian Club and Japanese Sword Club, with funding, advising, logistic support and help recruiting members.
- Coordinated 19 intramural sports and events for more than 1,701 participants.
- Had 150,639 visits by full-time students to the Rec Center.
- Offered group fitness classes to more than 7,000 participants.
- Served 115 participants in stress management workshops.
- Held 10,100 counseling sessions.
- 1,800 visits to the Relaxation Zone to help students manage their stress and anxiety. The Relaxation Zone provides an environment where students can de-stress with massage chairs and biofeedback computer stations, as well as receive instruction on a variety of self-care skills like Mindfulness, Relaxation and Guided Meditation.
- Performed 725 triage/walk-in counseling sessions.
- Responded to 275 crisis sessions (during both day and night).

**Residential Life** hosted 836 total programs for students with a combined total attendance of more than 4,000 including:
- 294 Personal Development programs
- 204 Academic Development programs
- 260 Community Development programs
- 78 professor-hosted programs

The annual Housing Fair sponsored by **Adult and Commuter Student Services** hosted approximately 500 students and 25 vendors, connecting students to different living opportunities in the community.
As we strive to develop the country and world’s next generation of leaders ready to address global challenges, Student Affairs offers opportunities to increase understanding of different cultures and perspectives, and to create a more welcoming and inclusive environment, where all students feel like they belong.

One of the ways in which we provide learning opportunities for students and help create an inclusive campus environment is through programming offered through the Office of Multicultural Affairs. Two major programs are Hispanic Heritage Month and Black History Month.

Both programs bring together members of the local community with students, and provide a wide variety of programs sponsored by student affairs staff, student groups and academic units. Last year’s celebrations included keynote speakers Dr. Michael Eric Dyson and Emmy Award winner Sonia Manzano (Maria from Sesame Street).

An initiative was the creation of The Diversity Ambassador Program. The program encourages students to take an active role on campus and bring awareness to issues of multiculturalism, equality and social justice. Ambassadors work with their peers to increase awareness, promote inclusiveness and prompt genuine celebration of differences across campus.

Creating an Inclusive Campus Climate

As part of the University’s efforts to promote health relationships, prevent sexual violence and create a culture of consent, the Office of Student Conduct provides multiple presentations across campus. Over the 2016-2017 year, presentations included:

- 9 Athletic Presentations
  - A joint effort with Athletics, the Office of Institutional Equity and SAOS, focused on the definitions of the different types of sexual misconduct, the definition of consent, and how to report sexual misconduct
- 21 Presentations on Bystander Intervention
- 5 Presentations on Mandatory Reporting
  - This training was given to faculty, staff and student employees to define sexual misconduct and to inform them of their responsibilities as mandatory reporters
- 11 Campus-wide Programs
  - Working in cooperation with student groups, film screenings and discussions, bystander pledge tables, the Healthy Relationship Summit and the High Heels Relay
- New Student Orientation Consent Defined
  - Student Conduct presented about the definition of consent and how to report sexual misconduct to every session of New Student Orientation.
Thank you
for your support

We hope you will look for ways to support Student Affairs in promoting student success, retention and graduation. When students participate in programs and services such as those described in this report, they are more likely to stay in school and complete a degree. Your support positions us to grow programs and services.

Your tax-deductible contributions 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, veterans, parent programs and much, much more. If you have questions about how to fund your interest, please contact Joanna Curtis at 901.678.5274 or jecurtis@memphis.edu.

Giving online
Visit http://www.memphis.edu/sagive/online.php, follow the instructions, and click ‘Make a gift.’ You will be able to designate your gift to the area(s) of your choice via our online giving form.

Giving by check
Make check payable to the UoM Foundation, noting the preferred designation(s), and mail to:
Dept. 238
UoM Foundation
PO Box 1000
Memphis, TN 38148-0001

Or personally deliver your check to the Alumni Center at 635 Normal St. Office hours are Monday – Friday, 8 a.m. to 4:30 p.m. If you have questions, call 901.678.3953 or email gifts@memphis.edu.

Thank you for your support.

Student Affairs Scholarships and Funds
(contact us for additional options)
- Adult Student Association Enrichment Fund
- First Scholars Fund
- Multicultural Affairs Department Fund
- Parent Fund
- Allen J. Hammond Memorial Scholarship
- Veterans and Military Student Services
- Arthur S. Holmon Scholarship (Multicultural Affairs)
- Student Affairs Leadership Fund (including LeaderShape™)
- Donald K. Carson Leadership Scholarship
- William P. Roberts Memorial Fund (Disability Resources)
- Dr. Rosie Phillips Bingham Student Emergency Fund

The Dr. Rosie Phillips Bingham Student Emergency Fund
Each year students, through no fault of their own, experience unexpected crises. A house fire, death in the family or a loss of income can be a huge obstacle for anyone to overcome.

The Dr. Rosie Phillips Bingham Student Emergency Fund was established to assist University of Memphis students facing financial hardship which would otherwise interfere with their success at the UoM. The fund provides limited emergency awards to currently enrolled students who are facing unexpected or temporary expenses.

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