Parent Chat Transcript
September 22, 2011
General Topic

In an effort to make our chats more readable and useful to our parents, we have edited the transcript to just the questions and answers together. We have also included the full transcript for those who would like to see the complete conversation.

Please let us know if you have any additional questions, comments, or concerns via email at parents@memphis.edu or via phone at 901.678.2115.

- **Noodles:** This is new to me - I have a freshman; first year so I'm interested in grade reports and how that's done
  - **Kate Howard:** Grade reports are pretty different in college. Your student will actually not receive official grades until after the term is complete
  - **Kate Howard:** Your student, however, should receive feedback from his/her professors throughout the semester

- **Noodles:** And the grade reports are actually on line - accessible to my student only?
  - **Kate Howard:** So essentially, those final grades should not come as a surprise. Grade reports are online and accessible to the student only
  - **Kate Howard:** I have noticed that students who have good grades NEVER have a problem sharing with parents though.

- **Berries:** Do students get midterm grades?
  - **Kate Howard:** Berries, they do not get official mid-term grades. Rather your students will just get grades at the end of term

- **Angie B:** My daughter is adjusting pretty well. She is excited about all the things that are going on. She likes her classes but is having a hard time understanding her math teacher. Can she record the classes?
  - **Kate Howard:** Angie, your student can actually record the class as long they get the professor's permission!

- **Monalisa:** I also have a freshman. I’m very concerned because yesterday someone went in their room and stole a new laptop and iPad from another roommate. It’s my understanding that one roommate left the door to the apartment unlocked for 30 min. That scares me because what happens if a roommate returns while some stranger is in the room taking things. I think they should have some kind of group meeting to discuss safety and all four of them locking the door every time they walk out. Does this happen a lot at the complex?
  - **Peter Groenendyk:** Monalisa, This does happen but not very often. We will wait to get the Police Report and see what the investigator says. At that time we will meet with the residents and/or student responsible. I assume your daughter lives at Carpenter Complex? Were the items in her room and was that door locked?
  - **Mommy Dearest:** Monalisa--dorm "borrowing" was a concern when my son was living in the dorms. He bought a locking 2-drawer file cabinet and a laptop leash and locked his valuables up when he wasn't there.
- **Monalisa**: Yes carpenter and no they were not her items. If her new items get taken, she won’t be replacing hers. They were hard to come by. It scares me because you can’t be sure every roommate locks the door behind themselves. Are students usually the ones who do the stealing?
  - **Kate Howard**: Monalisa, just make sure that your student locks her things!
  - **Kate Howard**: She has control over her room even within Carpenter.
  - **Monalisa**: Thanks Kate! She locks her door but not her things. Her roommate left the door unlocked for just a few min because the door sticks and is hard to unlock. She thought it would be fine. I’m only going to be gone for a minute, but it’s impossible to walk behind every roommate checking for locked doors. So if they keep their individual room doors locked and their valuables locked, they should be fine? I was more concerned about what would have happened if one had come in while a strange person was in their apt.
  - **Kate Howard**: Yes, Monalisa! The key is to do what is in your control, and talk to your roommates about the same!

- **Monalisa**: Peter Groenendyk, can I put her on a wait list for the next semester to be on campus? Aren’t the dorms over there where they have to check in and out?
  - **Peter Groenendyk**: Monalisa, she can sign up for the Spring semester any time after October 5th. All of our buildings have controlled access except Carpenter Complex and Graduate Student & Family Housing
  - **Monalisa**: thank you Peter Groenendyk. Do they have curfew hours at those?
  - **Peter Groenendyk**: Monalisa, There are no curfew hours. Visitation is from noon to midnight and noon till 2 AM (on weekends).

- **Berries**: Mine loves her new independence. Unfortunately, I’m afraid she's having trouble with self-discipline, with so many friends available, and so many options for things to do.
  - **Kate Howard**: Berries, it does take some time to adjust to the time management aspect but my hope is that your daughter will get there soon.

- **Berries**: What's the best way to make sure to get notices of cancelled classes? Tiger Text is primarily for mass changes/urgent announcements, right?
  - **Kate Howard**: @Berries, most often if a class is cancelled a professor will email the students.
  - **Kate Howard**: Tiger text is indeed reserved for campus-wide messages.

- **Angie B**: I have a question about the meal plans, where can the students eat using their meal plan?
Peter Groenendyk: Angie B, the meal plan portion (80/160/unlimited) can be used in the Fresh Food Company in Jones Hall and at the Just4U lunch location in Richardson Towers. The $200.00 in DB or food credit can be used at all food locations including the kiosks (except the Bookstore).

Angie B: Thanks Peter Groenendyk. So if they have not used all the money on the plan, is it lost?

Peter Groenendyk: Angie, as long as they have a Spring meal plan, any leftover DB from the Fall will roll from Fall to Spring. DB is lost at the end of the Spring.

Berries: Unfortunately, I have no wisdom to share (or else I'd be applying it myself). I have a college senior, too, but very different kids. This freshman is definitely not -nor has she ever been- particularly forthcoming. So we're anxious to hear how the real grades are stacking up, in light of all the trouble focusing.

Kate Howard: Berries, you may want to ask some questions, i.e. How are your classes? What are the names of your professors?

Meta Laabs: Berries, be sure she knows about our tutoring services - Educational Support Program in Mitchell Hall

Kate Howard: Those are good ways to check in without being intrusive to the point of hovering

Noodles: Also, are the dining dollars for the Fall term and can more be purchased for the next term?

Kate Howard: Noodles, the dining dollars are for the fall term, but they will roll from fall to spring.

Kate Howard: Sorry, dining dollars do not roll from the fall to the spring, so make sure they use them all!

Nat: Mommy Dearest: where can I find a laptop leash pretty cheap or reasonable? I was worried about that myself, with my daughter getting her laptop stolen. She is a freshman and staying on campus.

Angie B: Mommy Dearest, I purchased one at Target for $19.97.

Mommy Dearest: Nat--Laptop leashes can be found at Target (as mentioned up thread) or any OfficeMax/Staples-type store. There are 2 kinds: one that uses a key and the other uses a combination-type lock. Kids lose keys--I would look for the combination type.

SBarnhill: The biggest challenge my daughter has faced is with the initial advisor assigned. She was blessed that her roommate and she had the same major and her roommate had an excellent advisor her freshman and sophomore years.
Kate Howard: SBarnhill, what is your student's major?

SBarnhill: Health and Human Performance, focus sports exercise science

Noodles: My daughter has been trying to find a job on campus - any suggestions? Right now she has a part-time off campus but would rather have an on campus job; Berries: Oooh yes- what Noodles said; Resse: Noodles that's a good question about on campus jobs. My daughter is very interested as well; SBarnhill: Mine as well, looking for campus job; Angie B: Noodles, my daughter is facing the same problem. She has work study money but cannot find a job that will work with her schedule. Will that money be a total lost?

Kate Howard: Looks like lots of folks looking for jobs!

Kate Howard: The best way is to check out the financial aid web site, and click on student employment.

Kate Howard: Also, you may want to make your student aware that one of the best ways to find jobs on campus is by word of mouth.

Lindsey Bray: @Noodles, student worker positions are posted at http://www.memphis.edu/financialaid/sestuemp2.php. Your student can also email me at lmbray@memphis.edu and we can speak with them.

Lindsey Bray: Federal work study jobs are at http://www.memphis.edu/financialaid/sejobs.php.

Meta Laabs: Resse & Angie B and all, actually the jobs are the same for work study and regular student employment - they are posted on different sites

Nat: Who qualifies for work study?; Angie B: So they can still apply for work study?

Lindsey Bray: @Nat, Work Study funds are part of the financial aid package that your student was awarded

Meta Laabs: Angie B, yes, they have to work to earn the federal work study funds

Kate Howard: Nat & Angie B-Work study was awarded as part of their financial aid award, and your student should know already if they qualify.

Lindsey Bray: @Angie B, those who have work study can apply for work study positions or for regular student positions.

Resse: Do students have to move out of the dorms at the holidays?

Peter Groenendyk: Resse, as long as your student is returning for the Spring semester they are welcome to leave their items. They should probably use good judgment and take items like their laptop, iPad etc. home with them.

Bandmom: So did I understand correctly that a student may keep her dorm room for Spring semester and not have to remove everything from the room?

Lindsey Bray: @Bandmom, yes that is correct.
• **Resse:** Hopefully on campus thieves will be identified and kicked out of college  
  o **Kate Howard:** Well, Resse, our Police Services works very closely with our Judicial Office to ensure that your students are safe, and that those students who commit acts of crime are punished with appropriate sanctions.

• **Angie B:** My daughter and her friends want to move into the Stratum Apartments on Highland. What do you all know about these apartments? Would you recommend them or advise them stay on campus.  
  o **Meta Laabs:** we of course would prefer to have them on campus. It is a private apartment complex so we are really not involved with it. Just be sure to check out the pricing and understand all of that.  
  o **Berries:** There are some terrible reviews of Stratum online... But I've heard good things, too.  
  o **Mommy Dearest:** We checked out the Stratum--be prepared it is very expensive in my opinion and did not fit into our budget. They have a lot of services, though.  
  o **Kate Howard:** One thing that I always like to caution parents about is that the Stratum is not student-only housing. Just something to keep in mind!  
  o **Angie B:** Ok, thank you!! I would prefer them to stay on campus; I feel better knowing they have some supervision.  
  o **Angie B:** Thank you Kate. I thought they were for students only!! You have just answered all my questions about those apartments.

• **Bandmom:** So I have question about payment of fees - specifically housing plan fees, can that be paid at the Bursar's office with debit card?  
  o **Kate Howard:** Bandmom, to my knowledge, all fees can be paid at the Bursar's office and with credit cards.

• **Rell:** Hi, I just joined the chat so I don't know if this question has been addressed. This is my daughter's second year living in the dorm and the fire alarm is always being pulled. They've had to go outside during cold, rain, or even after tornado sirens have gone off. Why can't you all do something about this?  
  o **Peter Groenendyk:** Rell, we have not had any pulled alarms this year. They do happen. Most of the alarms are caused by steam in the showers (Living Learning Complex) or in Richardson Towers they are often caused by smoke in the kitchen. At the start of every semester we also have one mandatory drill in each building as well.
Monalisa: any advice on which dorms for girl on campus?
  - Resse: My daughter lives in Rawls and so far she likes it. Some freshman like Richardson Towers
  - Kate Howard: Monalisa, It depends on the student! And what tends to happen is wherever they live becomes the favorite of each student

Daisy: Don't the freshmen still have their own floor in Richardson Towers? It helps with the transition to college life.
  - Peter Groenendyk: Daisy, we still have one Freshman First floor in each tower. About 50% of students who live on campus are Freshmen, so in most of the traditional halls there is always a new student to meet.
  - Daisy: & there is the new residence hall ~ have heard it is amazing! My daughter preferred Mynders ~ loved it to be exact!

Meta Laabs: What have your kids said about the food on campus?
  - Resse: @ Meta Laabs At first my daughter said they didn't give her enough food on her plate. That has gotten better. She would like to see more fresh fruit.
  - Peter Groenendyk: Encourage your students to try the Just4U lunch location in Richardson Towers. It is our new healthy choices concept and the food is fantastic!
  - Bandmom: My daughter made a comment about the food places closing earlier on Friday afternoon.
    - Peter Groenendyk: Bandmom, most of the concepts close early on Friday because there are not many people on campus. The Fresh Food Company and Tiger Den tend to have later hours.
    - Bandmom: my daughter gets done late with band practice and so places are closed by the time she is done. I just need to be sure she has extra funds to go out and get something off campus.
    - Kate Howard: Bandmom, when does band practice end?
    - Kate Howard: the Tiger Den is open later hours!
    - Peter Groenendyk: Bandmom, the Tiger Den is open till 10 PM during the week. The Fresh Food company is open till 8 PM. Both locations close a bit earlier on Fridays.
  - Angie B: Well, my daughter is adjusting to the food. She likes the place in Richardson but it closes too early. She is a very picky eater so I hope she gets all the nutrients she needs and is not eating just junk food.
    - Peter Groenendyk: Angie B, yes the Richardson Towers concept is only open 11 AM till 2 PM. Those hours are limited because we do not see a large volume of business beyond those hours at Richardson Towers.
  - Angie B: Kate, They can only use their DB dollars here right? (Tiger Den)
• **Kate Howard:** That is correct, Angie B! Or cash or credit card ;)

• **Meta Laabs:** Daisy, does your daughter have a job?
  - Daisy: Not in her field yet. Considering options, but working at a local store until something becomes available.

• **Slynne:** Hello to all. Do the students get to attend the tigers games at no cost? How do we get extra tickets?
  - **Kate Howard:** Your students can purchase guest tickets at the Bursar's Office!
  - **Lindsey Bray:** @slynne, students can attend the games for no charge. They just need to bring their student id to gain entry. Visitor tickets can be purchased at the Bursar's Office in Wilder Tower. They are usually $7.

• **Slynne:** Thanks. Looking forward to the homecoming game. Do you know if they have assigned seating or first come?
  - **Lindsey Bray:** @slynne, For students it is first come.

• **Resse:** How much do guest tickets cost?
  - **Kate Howard:** And the students do get to go to all the games at no cost. They just need their student ID

• **Monalisa:** are the guest tickets cheaper at the bursar than at gate?

• **UMfan:** I've heard about the Just4You signs around campus and it's said to have a "live exhibition action station". What does that mean?
  - **Peter Groenendyk:** umfan, the "exhibition" stations are where they make the food in front of you while you are waiting.

• **Monalisa:** what time is the parade and I have a daughter in a wheelchair who loves doing things with the freshman. Any advice on where I can park her for the parade so she can see well?
  - **Meta Laabs:** monalisa, the parade is at 5:30pm tomorrow - you'd want to come earlier - email me at mlaabs@memphis.edu and I’ll tell you exactly where to park for the handicapped access - you'll have a great time

• **Meta Laabs:** any topics you would like on our next parent chat?
  - **Noodles:** as student progresses info about tutoring sessions, if needed (next time)
  - **Kate Howard:** Educational Support Program! Free tutoring!
    - **Meta Laabs:** we will definitely ask the tutoring people to be online with us next time
- **Kate Howard:** They have several learning centers all over campus, and you can check them out online at [http://www.memphis.edu/esp/](http://www.memphis.edu/esp/)
  - **Daisy:** Dorm life, classroom life, area retailers & eateries, anything else to help parents feel more at ease about letting their kids leave home to attend college.

- **Berries:** To check the DB balance, it's thru the TigerXpress link?
  - **Peter Groenendyk:** Berries, to check your DB balance your student will need to go to a cashier and they can give them their remaining amount.

- **Monalisa:** oh. My daughter runs at the track late. Is that safe over there?
  - **Kate Howard:** monalisa, it is safe everywhere on campus, but students need to always have a buddy after dark!
  - **Peter Groenendyk:** Monalisa, we have very few incidents on campus but I would caution anyone from running around any part of the city alone at night. I would hope she is with fellow team members.
Lindsey Bray: Welcome Parents! I am Lindsey Bray. I help to manage the Parent Services. We are glad you could join us!

Lindsey Bray: Welcome Noodles!

Noodles: Hi thanks - from noodles

Meta Laabs: Hello, this is Meta Laabs - I work in Student Affairs - what would you all like to talk about today?

Kate Howard: Welcome to you all! I am Kate Howard, Director of Recruitment & Orientation Services

Lindsey Bray: Welcome Monalisa!

Kate Howard: Glad to have you all with us today! Tell us a little about your students.

Noodles: This is new to me - I have a freshman; first year so I'm interested in grade reports and how that's done

Kate Howard: Great question, Noodles!

Peter Groenendyk: Hello, I am Peter Groenendyk and I work in Residence Life and Dining Services

Lindsey Bray: Hello Angie B!

Angie B: Hello to All!!

Kate Howard: Grade reports are pretty different in college. Your student will actually not receive official grades until after the term is complete

Kate Howard: Your student, however, should receive feedback from his/her professors throughout the semester

Noodles: And the grade reports are actually on line - accessible to my student only?

Lindsey Bray: Do you have any questions Angie B?
Kate Howard: So essentially, those final grades should not come as a surprise. Grade reports are online and accessible to the student only.

Lindsey Bray: Welcome Mommy Dearest!

Lindsey Bray: Welcome berries!

Kate Howard: I have noticed that students who have good grades NEVER have a problem sharing with parents though.

Lindsey Bray: How is the semester going for your students so far, parents?

Berries: Do students get midterm grades?

Kate Howard: What a great group of parents!

Kate Howard: Berries, they do not get official mid-term grades. Rather your students will just get grades at the end of term.

Noodles: So far my freshman has been forthcoming in telling me about the assignments, tests, and grades received - good or bad.

Angie B: My daughter is adjusting pretty well. She is excited about all the things that are going on. She is liking her classes but is having a hard time understanding her math teacher. Can she record the classes?

Meta Laabs: well, Noodles, that is good - a daughter would be my guess?

Monalisa: I also have a freshman. I’m very concerned because yesterday someone went in their room and stole a new laptop and iPad from another roommate. It’s my understanding that one roommate left the door to the apartment unlocked for 30 min. That scares me because what happens if a roommate returns while some stranger is in the room taking things. I think they should have some kind of group meeting to discuss safety and all four of them locking the door every time they walk out. Does this happen a lot at the complex?

Kate Howard: Angie, your student can actually record the class as long they get the professor's permission!

Noodles: Oh Meta Laabs - how'd you know it is a daughter. Hi Angie B - that's scary.
Lindsey Bray: Welcome Resse!

Berries: Mine is loving her new independence. Unfortunately, I'm afraid she's having trouble with self-discipline, with so many friends available, and so many options for things to do.

Meta Laabs: Because I have two sons!!

Resse: Thanks.

Kate Howard: Berries, it does take some time to adjust to the time management aspect but my hope is that your daughter will get there soon.

Angie B: ok, thank you. I will let her know.

Peter Groenendyk: Monalisa, This does happen but not very often. We will wait to get the Police Report and see what the investigator says. At that time we will meet with the residents and/or student responsible. I assume your daughter lives at Carpenter Complex? Were the items in her room and was that door locked?

Angie B: @ Berries, I feel the same way. There is a new found freedom at school that they are not used to. I just pray she keeps a straight head and keeps her grades first.

Berries: What's the best way to make sure to get notices of cancelled classes? Tiger Text is primarily for mass changes/urgent announcements, right?

Resse: I wish my daughter, who is a freshman would have taken her vehicle so I don't have to drive back and forth visiting and picking her up for the weekend

Noodles: Berries & Angie B - I'm experiencing some of those anxieties with the 'new freedom'

Mommy Dearest: Monalisa--dorm "borrowing" was a concern when my son was living in the dorms. He bought a locking 2-drawer file cabinet and a laptop leash and locked his valuables up when he wasn't there.

Kate Howard: @Berries, most often if a class is cancelled a professor will email the students.

Angie B: I have a question about the meal plans, where can the students eat using their meal plan?

Kate Howard: Tiger text is indeed reserved for campus-wide messages.
Resse: My daughter is doing pretty well with the new found freedom so far. Last Tuesday some friends wanted her to skip her evening class to go to a movie and she declined. I am so proud of her.

Monalisa: Yes carpenter and no they were not her items. If her new items get taken, she won’t be replacing hers. They were hard to come by. It scares me because you can’t be sure every roommate locks the door behind themselves. Are students usually the ones who do the stealing?

Meta Laabs: That is great Resse - am sure she bragged on that to you!!

Kate Howard: Nice, Resse! She is clearly doing well!

Berries: Unfortunately, I have no wisdom to share (or else I’d be applying it myself). I have a college senior, too, but very different kids. This freshman is definitely not -nor has she ever been- particularly forthcoming. So we're anxious to hear how the real grades are stacking up, in light of all the trouble focusing.

Lindsey Bray: @Resse, that is wonderful to hear!

Kate Howard: @Berries, you may want to ask some questions, i.e. How are your classes? What are the names of your professors?

Meta Laabs: Berries, be sure she knows about our tutoring services - Educational Support Program in Mitchell Hall

Kate Howard: Those are good ways to check in without being intrusive to the point of hovering

Lindsey Bray: Welcome Nat, Dennis, & SBarnhill!

Resse: The first 3 weeks we had some maintenance issues at Rawls Hall. Right now everything is ok. Communication is the key to resolving these types of issues.

Peter Groenendyk: Angie B, the meal plan portion (80/160/unlimited) can be used in the Fresh Food Company in Jones Hall and at the Just4U lunch location in Richardson Towers. The $200.00 in DB or food credit can be used at all food locations including the kiosks (except the Bookstore).

Noodles: Also, are the dining dollars for the Fall term and can more be purchased for the next term?

Kate Howard: Monalisa, just make sure that your student locks her things!

Kate Howard: She has control over her room even within Carpenter.
Meta Laabs: Resse, you are so right about Communication - they must report problems right away, talk to professors, etc.

Kate Howard: Noodles, the dining dollars are for the fall term, but they will roll from fall to spring.

Angie B: Thanks Peter Groenendyk. So if they have not used all the money on the plan, is it lost?

Kate Howard: Sorry, dining dollars do not roll from the fall to the spring, so make sure they use them all!

Nat: Mommy Dearest: where can I find a laptop leash pretty cheap or reasonable? I was worried about that myself, with my daughter getting her laptop stolen. She is a freshman and staying on campus.

Berries: Thanks for the tips!

SBarnhill: The biggest challenge my daughter has faced is with the initial advisor assigned. She was blessed that her roommate and she had the same major and her roommate had an excellent advisor her freshman and sophomore years.

Monalisa: Thanks Peter Groenendyk and mommy dearest... Peter Groenendyk, can I put her on a wait list for the next semester to be on campus? Aren’t the dorms over there where they have to check in and out?

Angie B: Mommy Dearest, I purchased one at Target for $19.97.

Peter Groenendyk: Angie, as long as they have a Spring meal plan, any leftover DB from the Fall will roll from Fall to Spring. DB is lost at the end of the Spring.

Kate Howard: SBarnhill, what is your student's major?

SBarnhill: Health and Human Performance, focus sports exercise science

Nat: Thanks Angie

Noodles: My daughter has been trying to find a job on campus - any suggestions? Right now she has a part-time off campus but would rather have an on campus job

Berries: Oooh yes- what Noodles said.

Resse: Noodles that's a good question about on campus jobs. My daughter is very interested as well.
SBarnhill: Mine as well, looking for campus job

Kate Howard: Looks like lots of folks looking for jobs!

Angie B: Noodles, my daughter is facing the same problem. She has work study money but cannot find a job that will work with her schedule. Will that money be a total lost?

Kate Howard: The best way is to check out the financial aid web site, and click on student employment.

Peter Groenendyk: Monalisa, she can sign up for the Spring semester any time after October 5th. All of our buildings have controlled access except Carpenter Complex and Graduate Student & Family Housing

Resse: I wish my daughter qualified for work study. She would love it.

Kate Howard: Also, you may want to make your student aware that one of the best ways to find jobs on campus is by word of mouth.

Lindsey Bray: @Noodles, student worker positions are posted at http://www.memphis.edu/financialaid/sestuemp2.php. Your student can also email me at lmbray@memphis.edu and we can speak with them.

Nat: Who qualifies for work study?

Angie B: So they can still apply for work study?

Meta Laabs: Resse & Angie B and all, actually the jobs are the same for work study and regular student employment - they are posted on different sites

Lindsey Bray: Federal work study jobs are at http://www.memphis.edu/financialaid/sejobs.php.

Noodles: Thanks Lindsey

Nat: Thanks

Meta Laabs: Angie B, yes, they have to work to earn the federal work study funds

Lindsey Bray: @Nat, Work Study funds are part of the financial aid package that your student was awarded
Kate Howard: Nat & Angie B-Work study was awarded as part of their financial aid award, and your student should know already if they qualify.

Resse: Thanks.

Lindsey Bray: @Angie B, those who have work study can apply for work study positions or for regular student positions.

Kate Howard: Welcome parents who are just joining!

Nat: ok thanks!

Lindsey Bray: Welcome daisy and Bandmom

Angie B: Ok, thanks. I will let her know to continue looking.

Mommy Dearest: Nat--laptop leashes can be found at Target (as mentioned up thread) or any OfficeMax/Staples-type store. There are 2 kinds: one that uses a key and the other uses a combination-type lock. Kids lose keys--I would look for the combination type.

Meta Laabs: Bandmom, do you have a child in the Band?

Resse: Do students have to move out of the dorms at the holidays?

Meta Laabs: Hey, Daisy - you are back!!

Monalisa: Thanks Kate! She locks her door but not her things. Her roommate left the door unlocked for just a few min because the door sticks and is hard to unlock. She thought it would be fine. I’m only going to be gone for a minute, but it’s impossible to walk behind every roommate checking for locked doors. So if they keep their individual room doors locked and their valuables locked, they should be fine? I was more concerned about what would have happened if one had come in while a strange person was in their apt.

Nat: Thanks Mommy Dearest, I agree, I think combination lock would work better.

Daisy: Thank you! My student will be in the 100th graduating class this Dec. & I must state that her experiences at the UofM have been stellar. Loved her time in the dorm as well as working for the UofM. These chats are great for us parents!
Kate Howard: Yes, Monalisa! The key is to do what is in your control, and talk to your roommates about the same!

Meta Laabs: So exciting, Daisy - but we'll miss you on here!

Resse: Hopefully on campus thieves will be identified and kicked out of college

Peter Groenendyk: Resse, as long as your student is returning for the Spring semester they are welcome to leave their items. They should probably use good judgment and take items like their laptop, iPad etc. home with them.

Lindsey Bray: @Daisy, Congrats on your student graduating!

Bandmom: Yes I do, her first year and she is loving it

monalisa: thank you Peter Groenendyk. Do they have curfew hours at those?

Resse: Thank you Peter Groenendyk.

Kate Howard: Well, Resse, our Police Services works very closely with our Judicial Office to ensure that your students are safe, and that those students who commit acts of crime are punished with appropriate sanctions.

Lindsey Bray: Welcome Reil!

Daisy: The thefts do sadden me, but are sadly a part of everyday life not just on campus. Thanks for the congrats ~ she will be graduating w/honors as well as Magna cum laude. All because of what a great university the UofM is!!

Meta Laabs: We are going to have a group of parents get together soon to discuss Parent Program activities and the Parent Fund which people can donate money to - if you live locally and would like to attend email me at mlaabs@memphis.edu

Peter Groenendyk: Monalisa, There are no curfew hours. Visitation is from noon to midnight and noon till 2 AM (on weekends).

Angie B: My daughter and her friends want to move into the Stratum Apartments on Highland. What do you all know about these apartments? Would you recommend them or advise them stay on campus.

Resse: Congratulations to your graduate. What a great accomplishment
Kate Howard: Daisy, would you like a job in my office as a parent recruiter. I ask in jest but am so glad you all have had such a great experience.

Bandmom: So I have question about payment of fees - specifically housing plan fees, can that be paid at the Bursar's office with debit card?

Kate Howard: bandmom, to my knowledge, all fees can be paid at the Bursar's office and with credit cards.

Daisy: New parents.... try as hard as you can to do these chats. They also have other ways for parents to get info & see what campus life is like. Might consider that parent recruiter! As an alum I am a bit prejudiced though!

monalisa: thanks Peter Groenendyk

Meta Laabs: we of course would prefer to have them on campus. It is a private apartment complex so we are really not involved with it. Just be sure to check out the pricing and understand all of that.

Berries: There are some terrible reviews of Stratum online... But I've heard good things, too.
Mommy Dearest: We checked out the Stratum--be prepared it is very expensive in my opinion and did not fit into our budget. They have a lot of services, though.

Rell: Hi, I just joined the chat so I don't know if this questions has been addressed. This is my daughter's second year living in the dorm and the fire alarm is always being pulled. They've had to go outside during cold, rain, or even after tornado sirens have gone off. Why can't you all do something about this?

Kate Howard: One thing that I always like to caution parents about is that the Stratum is not student-only housing. Just something to keep in mind!

Bandmom: So did I understand correctly that a student may keep her dorm room for Spring semester and not have to remove everything from the room?
Angie B: Ok, thank you!! I would prefer them to stay on campus; I feel better knowing they have some supervision.

monalisa: any advice on which dorms for girl on campus?

Lindsey Bray: @Bandmom, yes that is correct.
Resse: My daughter lives in Rawls and so far she likes it. Some freshman like Richardson Towers

Peter Groenendyk: Rell, we have not had any pulled alarms this year. They do happen. Most of the alarms are caused by steam in the showers (Living Learning Complex) or in Richardson Towers they are often caused by smoke in the kitchen. At the start of every semester we also have one mandatory drill in each building as well.

Angie B: Thank you Kate. I thought they were for students only!! You have just answered all my questions about those apartments.

Kate Howard: Monalisa, It depends on the student! And what tends to happen is wherever they live becomes the favorite of each student

Kate Howard: Everyone thinks their residence hall is the best!

Daisy: Don't the freshmen still have their own floor in Richardson Towers? It helps with the transition to college life.

Monalisa: Thank you, Reese

Bandmom: Thank you for the info, my daughter will be happy; I think she likes her housing. She is in the Living Learning Complex

Meta Laabs: Mynders Hall is our oldest residence hall - we are having a reception there on October 5 at 7 pm to show off the new living room and a centennial historical photo exhibit - come join us! Resse: Don't forget to remind your students to ask for University discounts at local businesses and restaurants. It adds up.

Peter Groenendyk: Daisy, we still have one Freshman First floor in each tower. About 50% of students who live on campus are Freshmen, so in most of the traditional halls there is always a new student to meet.

Angie B: I would like to thank everyone, I am glad you all are doing this for the parents. My daughter is a freshman and I am so nervous about her not being at home. But she seems to be doing well without me. I am glad she is meeting new people and doing different things.

Meta Laabs: What have your kids said about the food on campus?

Daisy: & there is the new residence hall ~ have heard it is amazing! My daughter preferred Mynders ~ loved it to be exact!
Monalisa: thanks Kate. My daughter went from strict rules to an apartment because that’s all that was available. So I am a little nervous, but would feel better with her being a freshman on campus.

Kate Howard: Angie B, we really want to meet the needs of the students AND the parents!

Noodles: I'm with you Angie B - nervous but I'm trying hard to adapt; the parent adapting - HA! HA!

Resse: @ Meta Laabs At first my daughter said they didn't give her enough food on her plate. That has gotten better. She would like to see more fresh fruit.

Peter Groenendyk: Encourage your students to try the Just4U lunch location in Richardson Towers. It is our new healthy choices concept and the food is fantastic!

Bandmom: My daughter made a comment about the food places closing earlier on Friday afternoon.

Kate Howard: You all are adapting well by participating in the chats!
Mommy Dearest: Hey--I have a son who is a JUNIOR and I am still having a hard time adapting....

Monalisa: thank you daisy

Angie B: Well, my daughter is adjusting to the food. She likes the place in Richardson but it closes to early. She is a very picky eater so I hope she gets all the nutrients she needs and is not eating just junk food.

Peter Groenendyk: Bandmom, most of the concepts close early on Friday because there are not many people on campus. The Fresh Food Company and Tiger Den tend to have later hours.

Meta Laabs: I have a 27 year old in Shanghai and I am still thrilled and surprised when I hear from him!!

Monalisa: mommy dearest, you sound like me…ha ha

Daisy: Noodles & Angie B I promise it does get better. Your children becoming adults is sooo difficult to experience, but the UofM wants them to succeed, and they will. One day in the very near future, you'll be comfortable with the adults they have become.

Meta Laabs: Daisy, does your daughter have a job?
Daisy: Angie B, I had a picky eater, too. Hence the reason for a fridge & microwave in her room!! Still a picky eater ;(

Lindsey Bray: Welcome UMFan!

umfan: Hello!

Noodles: Well I'm really enjoying my first chat - hearing helpful ideas and information - THANKS UofM

Peter Groenendyk: Angie B, yes the Richardson Towers concept is only open 11 AM till 2 PM. Those hours are limited because we do not see a large volume of business beyond those hours at Richardson Towers.

Daisy: Not in her field yet. Considering options, but working at a local store until something becomes available.

Bandmom: my daughter gets done late with band practice and so places are closed by the time she is done. I just need to be sure she has extra funds to go out and get something off campus.

Meta Laabs: be sure your students know about the homecoming parade and pep rally tomorrow on campus - fun and food!

Kate Howard: bandmom, when does band practice end?

Kate Howard: the Tiger Den is open later hours!

Angie B: Kate, They can only use their DB dollars here right?

Lindsey Bray: Welcome memdeb!

Kate Howard: That is correct, Angie B! Or cash or credit card ;)

memdeb: thank you!

Meta Laabs: parents, there is a great Centennial Concert planned at the Canon Center on September 30 - you may want to go - i am!

monalisa: Meta Laabs I will try to make to the October 5 reception to check it out thank you
Mommy Dearest: I agree about the Centennial Concert--tickets are very reasonable. And the U of M's Sound Fuzion musical ensemble will be performing in addition to the headliner: Aaron Neville!

Peter Groenendyk: Bandmom, the Tiger Den is open till 10 PM during the week. The Fresh Food company is open till 8 PM. Both locations close a bit earlier on Fridays.

Resse: Where is the Cannon Center located?

Lindsey Bray: Welcome slynne!

Meta Laabs: the Cannon Center is in downtown Memphis

Bandmom: Oh okay I'll be sure to let her know, thanks for the info. This is helpful

monalisa: my daughter is so excited about homecoming activities! She said she understood there was some kind of dance Saturday?

Kate Howard: There is a party!

Meta Laabs: There is a Pouncer Party tonight in the UC from 9 pm to midnight

monalisa: thanks Kate...oh yeah ha that’s it a pouncer party. ha he is her personal friend. how did I forget that? haha

Kate Howard: That is actually tonight!

slynne: Hello to all. Do the students get to attend the tigers games at no cost? How do we get extra tickets?

monalisa: yes I just remembered as well…she’s so excited she doesn’t have dance practice so she’s going!

Kate Howard: Your students can purchase guest tickets at the Bursar's Office!

noodles: college parties - where's the invitations to the parents?! LOL

Resse: How much do guest tickets cost?

Kate Howard: And the students do get to go to all the games at no cost. They just need their student ID

monalisa: are the guest tickets cheaper at the bursar than at gate?
Lindsey Bray: @slynne, students can attend the games for no charge. They just need to bring their student id to gain entry. Visitor tickets can be purchased at the Bursar's Office in Wilder Tower. They are usually $7.

Meta Laabs: noodles, I did invite you to something!! Also, you would be very welcome tomorrow at the parade and pep rally!!

umfan: I've heard about the Just4You signs around campus and it's said to have a "live exhibition action station". What does that mean?

Angie B: Noodles, that was funny. Can you picture the looks on our student’s faces if we walked in while they were partying....PRICELESS!!

Noodles: YES - PRICELESS!!

slynne: Thanks. Looking forward to the homecoming game. Do you know if they have assigned seating or first come?

monalisa: what time is the parade and I have a daughter in a wheelchair who loves doing things with the freshman. Any advice on where I can park her for the parade so she can see well?

Peter Groenendyk: umfan, the "exhibition" stations are where they make the food in front of you while you are waiting.

Lindsey Bray: @slynne, For students it is first come.

Meta Laabs: monalisa, the parade is at 5:30pm tomorrow - you'd want to come earlier - email me at mlaabs@memphis.edu and I’ll tell you exactly where to park for the handicapped access - you'll have a great time

umfan: Oh, that would be exciting!

monalisa: I will, thank you Meta Laabs!

umfan: Very proud of our Womens' Soccer team being ranked the highest in program history!!!

berries: YES! Yay Lady Tigers soccer!!!
Meta Laabs: umfan, I am also - my son is at Stanford who is ranked # 1 and I bragged to him about UM being #9 last night!!

Meta Laabs: women's soccer plays at home at MIke Rose Soccer Field on October 7 at 7 pm vs SMU - we are trying to get lots of people there - I’m going as is our Vice President for Student Affìars, Dr. Rosie Phillips Bingham!

umfan: Awesome! I hope they do well during their current road games!

Kate Howard: Parents, some of you are quiet, and we only have a few more minutes! No burning questions...?

Meta Laabs: any topics you would like on our next parent chat?

daissy: Questions I didn't know I had have been asked & answered!

berries: To check the DB balance, it's thru the TigerXpress link?

Angie B: Kate, I really, really appreciate this. You have answered a lot of my questions.!! Thanks!!

Noodles: as student progresses info about tutoring sessions, if needed (next time)

Mommy Dearest: It helps to know what is on the minds of other parents--and compare notes.

Meta Laabs: remember you can always email us at parents@memphis.edu

Kate Howard: Educational Support Program! Free tutoring!

Kate Howard: They have several learning centers all over campus, and you can check them out online at http://www.memphis.edu/esp/

daissy: Dorm life, classroom life, area retailers & eateries, anything else to help parents feel more at ease about letting their kids leave home to attend college.

Meta Laabs: we will definitely ask the tutoring people to be online with us next time
daissy: UofM does want each & every student to succeed & graduate. Never doubt that!

monalisa: oh. my daughter runs at the track late. is that safe over there?
Angie B: That will be Great Meta Laabs.
Peter Groenendyk: Berries, to check your DB balance your student will need to go to a cashier and they can give them their remaining amount.

Lindsey Bray: Our next Parent Chat will be on Wednesday, October 19th from 9 am to 4 pm. We hope you can drop in and talk to us for a little while!

Angie B: Thanks, I will put this on my calendar. Have a great afternoon to everyone!!

Kate Howard: monalisa, it is safe everywhere on campus, but students need to always have a buddy after dark!

berries: Yes, thank you!

Lindsey Bray: Thank you all for joining us! If you think of any more questions, please feel free to email us at parents@memphis.edu or call us at 901.678.2115. Also, there is the UMparent website at www.memphis.edu/umparents.

Meta Laabs: this has been a fun hour! You all take care and GO TIGERS!!

monalisa: for sure. Thanks Kate

Peter Groenendyk: Monalisa, we have very few incidents on campus but I would caution anyone from running around any part of the city alone at night. I would hope she is with fellow team members.

Lindsey Bray: Go Tigers Go!

umfan: Thank you all!! Go Tigers!!

Peter Groenendyk: Thank you for your time everyone.....Go Tigers!!

daisy: Thanks again administrators for taking the time to talk & Go Tigers :)

Angie B: GO TIGERS!!

Kate Howard: Thanks, parents! Looking forward to hearing from you all again soon at the next chat!

Kate Howard: Go Tigers!

2011 Division of Student Affairs, The University of Memphis
Memphis, TN - 38152