Department Name  Adult and Commuter Student Services

Location  University Center 424

Phone Number  678-2644

Web Site  http://www.memphis.edu/acss/

Director Name  Joy Rogers Stout

Director Email  jstout@memphis.edu

Number of Full-Time Staff  2

Mission  The mission of the Adult and Commuter Student Services Office is to provide a supportive environment for non-traditional and commuter students that promotes intellectual, social and academic growth and development through services and programs that foster lifelong learning.

Major departments/functions/offices/responsibilities - brief listing
Adult and Commuter Student Services is an office that is readily available to respond to the diverse needs of adult (non-traditional) and commuter students. We foster students’ engagement in extracurricular experiences that will develop attitudes, behaviors, and skills consistent with the desired outcomes of higher education and the institution’s philosophy and mission. During the academic year we offer adult (non-traditional age) and commuter students opportunities to invest time in their personal and professional growth and development. We collaborate with other departments to facilitate activities, which connect students to the University community. The desire of this office is to continue to offer high quality programs, services and activities that promote learning.

The SPAR (Services, Programs, Advocacy and Research) Model continues to be the benchmark for the ACSS Office. SPAR includes: Educational Training Seminars/Workshops, English Tutoring, Monthly Newsletter, Quiet Study lab, Small Computer lab, PINNACLE Induction Ceremony (honor society of non-traditional age students), Off-Campus Housing and Child Care
Fair, Bus Schedules/Carpool Information, Adult Student Association and Commuter Student Association (see informative website for additional information), Academic Advising Support/Guidance, positive reinforcement, the use of program evaluations, a suggestion box, satisfaction survey, and a needs assessment instrument

3 main departmental goals and related accomplishments/results for 05-06

Goal #1 To teach adult and commuter students self-advocacy

Results/Accomplishments #1A Through consultation and referrals, we equip students with the knowledge that they need to be confident in their interactions with other university department personnel.

Results/Accomplishments #1B The office also invites adult and commuter student scholarship recipients to participate in New Student Orientation sessions to learn how to interact effectively with faculty, staff and new students. The office also hosts various seminars and/or workshops related to adult and commuter student development to further enhance their ability to be more effective inside and outside of the classroom.

Goal #2 To provide an open, inviting, and comfortable, educational facility that promotes learning

Results/Accomplishments #2A This goal is accomplished by offering extended office hours. Instructors are invited to tutor students on site in English and History. The Office offers: a quiet study area, an environment designed to foster friendly and social interactions, an opportunity to meet and connect with other adult and commuter students, information regarding campus activities, and student referrals for individual needs.

Results/Accomplishments #2B This goal is also accomplished by successfully continuing to offer a mini computer lab with assistance. Students are able to register, read and send email messages, prepare homework assignments and (power point) class presentations.

Goal #3 To consistently offer adult and commuter students educational support to aid in their academic, social and personal development

Results/Accomplishments #3A The office collaborated with Academic Affairs/ACAD 1100 Instructors this year to spread awareness of our office and services. This collaboration also increased our training seminar attendance.

NOTE: See training seminar statistics for attendance numbers

Fall 2005

- How to Be An “A” Student – 86 students attended
- Tiger Technology – 22 students attended
Stress Management – 61 students attended

Spring 2006

- Tiger Technology – 24 Students attended
- Balancing School and Relationships – 14 students attended
- Keys To Successful Apartment Living – 17 students attended
- Stress Management – 19 student attended

Results/Accomplishments #3B
To support the academic, social and personal development of adult and commuter students the following training seminars and activities were offered:

- How To Be an “A” Student
- Tiger Technology
- Stress Management
- Multicultural Eating At Lunch (MEAL)
- Keys to Successful Apartment Living

Balancing School and Relationships

Initiative #1 – Commuter Student Association

We introduced the first Commuter Student Association-currently a registered student organization. The CSA hosted a commuter student issues forum with administrators. ACSS initiated a FACEBOOK Group (I live off Campus). This offers an online self-expression/form of communication.

Initiative #2 – Transportation option for adults and commuters

In collaboration with Business and Finance/ITD/Human Resources we now have a Spectrum Portal Carpool Channel, a Transportation Option that is all-inclusive.

Initiative #3 – Addition of Child Care Providers to our annual Housing Fair

After assessing students’ need for additional child care options through our childcare needs assessment survey, we invited area childcare providers to attend the Housing Fair.

Up to 3 student learning objectives and outcomes for 05-06

Student learning objective #1 *Adult and commuter students will be able to demonstrate appropriate and effective self-advocacy skills.

Assessment Method #1 Students reported their satisfaction of dialog with administrators during the Forum.
**Outcome #1** Commuter students were so comfortable with the dialoging process that they suggested an annual forum. The students felt like their commuter concerns were heard, and their differences were respected.

**Student learning objective #2** Adult and Commuter students will report that the ACSS provides a facility that is conducive to learning because the staff is accessible, helpful, knowledgeable and friendly

**Assessment Method #2** Students’ feedback through ACSS focus groups

**Outcome #2** Increase in office visits, participation in training seminars

NOTE: See individual visit report

**Student learning objective #3** Students will know how to manage their time and stress in a healthy and productive manner

**Assessment Method #3** Training Seminar student evaluation completion

**Outcome #3** Students reported that they will now be able to recognize and manage their stress. They also reported that they will engage in exercises and relaxation techniques to relieve stress, including: yoga, meditation, Feng Shui, positive or guided imagery, music therapy, and aerobics.

**3 main bragging points for department - Optional**

**Bragging point #1** Introduction of the first Commuter Student Organization – We initiated this vehicle to allow off-campus students to have a united voice and an organized, connecting link for the majority commuter student population.

The Commuter Student Association also created an active FACEBOOK group, *I Live Off Campus*, for commuter students to engage in self-expression.

**Bragging point #2** We collaborated with Academic Affairs/ACAD 1100 Instructors to expand student involvement in Wild Wednesday Training Seminars, which increased attendance.

We collaborated with the Advanced Learning Center to host computer training seminars in the FedEx Institute of Technology for the first time. The response so overwhelming, we could not accommodate all of the requests for participation due to lack of adequate space and computers.

**Bragging point #3** We stood near the major parking areas located on Zach Curlin and Walker to offer bottled water labeled with ACSS information to commuter students. We also provided commuter student buttons and information regarding our programs and services.
**Bragging point #3**

**Cutting Edge Website!**

The Adult and Commuter Student Services website is commuter student focused and friendly. The website offers up-to-the-minute traffic, weather, gas price, and taxi information. We now offer a link to the adult component of the Tennessee Lottery Scholarship and a link to other available external scholarship offerings.

We have added a hit counter to our online monthly newsletter to track the number of readers/viewers per day.

**List revenue producing initiatives and results (60 words max)**

Off Campus Housing and Child Care Information Fair – This year we invited child-care providers to participate in the Housing and Child Care Information Fair. There were 24 vendors and approximately 250 students who attended the event. The resulting revenue was $5200

**Note community involvement and partnerships (60 words max)**

The Office of Adult and Commuter Student Services partnered with local property managers and childcare providers who agreed to serve our adult and commuter student population. Child Care Providers in the 38111 zip code were specifically invited to participate in the fair to address the students’ desire to have childcare provided near campus.

We also communicated with Messick Adult Vocation Center, to discuss visiting their campus in an effort to connect perspective students with our services.

**Collaborative Efforts (60 words max)**

We have collaborated with the following offices to assist students in their effort to obtain a formal education thereby fostering life long learning:

- **Wild Wednesday Training Seminars** - Advance Learning Center, Campus Intramural and Recreational Services, Center for Counseling, Learning and Testing, ACAD 1100
- **Tutoring** - English Department and the History Department
- **Orientations** – Adult and Transfer Orientation: University College, Parking Services, Adult Student Association; New International Student Orientation: International Student Services; New Graduate Student Orientation: The Graduate School; New Faculty Orientation: Academic Affairs
- **Carpool Channel (Spectrum Portal)** – Business and Finance/Human Resources
- **Start Your Day With Us** - Minority Affairs, Greek Affairs, Student Leadership and Involvement, and Student Activities.
- **Fitness and Wellness Fair for Students 40 Years and Older** – Loewenberg School of Nursing, Campus Intramural and Recreation Services (CRIS), and Student Health Services.
• **College of Education** – We provided ACSS marketing items i.e., commuter student buttons and ACSS key chains, and information regarding our programs and services to students in Ball Hall.

**What students learn from Student Affairs**

Adult and Commuter Students will learn the following:

- How to develop effective leadership skills by their engagement and/or involvement in programs and services offered through the Adult Student Association and Commuter Student Association, respectively.
- The true meaning of collaboration and partnering with others to develop meaningful relationships and thereby a sense of belonging and connectivity.
- How to integrate and apply their academic experiences and student development experiences into their lifelong experiences.
- How to use university technological resources to be successful inside and outside of the classroom.
- Be more knowledgeable about campus and community resources.
- How to connect with other campus resources and student activities to enhance their total college experience.

**If applicable, 3 major 05-06 events/programs/etc. with description, attendance info, money raised**

**Event #1** Housing and Child Care Information Fair –

Approximately 250 people attended this annual event. Vendors were invited to set up display tables and exhibits in order to provide students with information about off campus housing and area child care options.

**Event #2** Pinnacle Honor Society Induction Ceremony –

We had approximately 130 people to attend a wonderful ceremony during which we honored and inducted 43 students deemed eligible for membership in the Pinnacle Honor Society for adult and other non-traditional age students.
Event #3  Wild Wednesday Training Seminars –

- Stress Management – Approximately 80 students attended this seminar, which taught students how to recognize, cope, and avoid stress; and guided students through actual relaxation exercises and techniques.

- Tiger Technology – Approximately 42 students attended this seminar, which taught students the basic use of MS Word and MS Power point software.

Contact summaries for the 05-06 year as applicable - headcount counseling sessions, cases, programs help, students housed, children housed, children cared for, tests administered, interviews hosted, etc.

2005-06 ACSS Office Visit Statistics:
- Study/Finals-1429
- Lunch/Coffee- 1521
- Visit/Socialize- 659
- Computer- 697
- Work/Scholarship hours - 351
- Other- 1175
- Number of individual student visits- 1137
- Housing Fair attendees: Approximately 250
- Housing Fair booths/exhibits: 24 (11 housing, 10 child care, and 3 service vendors)
3 Main initiatives for 06-07

**Initiative #1**  Extend Pinnacle Honor Society membership to graduate students

**Initiative #2**  Promote the use of technology through the use of an automated computer sign-in system

Host a Commuter Student Appreciation Day in Wilder Tower

**Initiative #3**  Community Outreach – Explore and implement a program that will connect with Messick Adult High School/GED students in collaboration with the university’s adult recruitment office