STUDENT AFFAIRS ANNUAL REPORT DATA 05-06

**Department Name**  Student Support Services  
**Location**  405 Mitchell Hall  
**Phone Number**  678-2351  
**Web Site**  http://saweb.memphis.edu/trio/  
**Director Name**  Jacqueline A. Faulkner  
**Director Email**  jafalknr@memphis.edu  
**Number of Full-Time Staff**  4

**Mission**  The mission of the Student Support Services program at The University of Memphis is to increase retention and graduation of students who are either low-income, first-generation, and/or students who have a documented disability. The mission includes fostering an institutional climate supportive of the success of a diverse group of students who have an academic need by providing educational opportunities, giving attention to individual needs, and emphasizing academic excellence.

**Major departments/functions/offices/responsibilities - brief listing**

Student Support Services provides comprehensive services and support to eligible students including but not limited to:

Counseling - Counselors meet bi-weekly with SSS students to offer academic, personal, and career support.

Tutoring - Peer tutors provide individualized academic assistance.

Mentoring - Participants are matched with university/community leaders to foster meaningful
relationships.

Financial Assistance - Students are assisted in securing the most appropriate financial resources available.

SSS Workshops - SSS offers a variety of workshops to enhance participants’ academic and personal development.

Cultural Activities - SSS offers free cultural activities to bring students, family, staff, and the academic community together informally.

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

Goal #1 Recruit and enroll 160 students.

Results/Accomplishments #1A Mailed postcards to all SSS-eligible students. Included information in newsletters to parents and newly-admitted students. Presented to all ACAD 1100 sections. Presented to student-intensive administrative departments. Presented information about SSS programs to New Student Orientation groups. Used Electronic media and employee newsletters to educate faculty, staff, and administrators of the goals and eligibility requirements for participation in the project.

Results/Accomplishments #1B In development of new TRIO programs, the first year is normally devoted to recruitment efforts with little programmatic activity. The SSS program at The University of Memphis met and exceeded objectives to serve required number of 160 participants in the first semester of operation, and began offering programming and services only 1 month after the start of the grant.

Goal #2 Provide an intrusive, structured program to set participants up for success and prevent early participant discouragement and failure.

Results/Accomplishments #2A Developed a profile on each participant summarizing academic, personal, career, financial, technological, and social needs. Created an Individual Success Plan with each participant to establish goals and action steps through a prescriptive contract between student and professional. Required SSS participants to attend bi-weekly meetings to monitor ISP, courses, and overall needs and development. Mandated tutoring for academic at-risk SSS participants.

Results/Accomplishments #2B Of the 160 SSS active participants in fall 2005 of the SSS project, ninety percent enrolled in spring 2006 indicating persistence toward completion. Eighty-one percent have pre-registered for fall 2006, further indicative of persistence. After completion of fall 2005 semester, ninety percent of SSS participants earned a cumulative GPA of 2.0 or better, exceeding minimum requirements for good academic standing.

Goal #3 Develop strong participant connections to The University of Memphis by assisting students to become involved and engaged in University organizations, activities, and mentor relationships.

Results/Accomplishments #3A Promoted participant membership on campus committees,
required co-curricular involvement within Individualized Success Plans, identified and provided students with a list of registered student organizations relative to individual needs and personal development outcomes, actively engaged SSS students with The University of Memphis community and provided the opportunity for meaningful relationships with positive role models through mentoring relationships.

**Results/Accomplishments #3B**  As reported on the Interim Report to the Department of Education, eighty-eight percent of all SSS participants at The University of Memphis are engaged in the university community via participation in campus organizations, research with faculty, projects with university administrators, mentorship with faculty/staff/student leaders/community leaders, and/or university sponsored community outreach.

**Initiative #1:** Student Support Services established the Tutoring Program in fall 2005 as a direct service to SSS students in need of academic assistance and/or seeking academic excellence. Peer tutors provide free individualized academic assistance in a wide range of courses and assist students in understanding concepts, recommending study techniques, checking comprehension, and providing encouragement.

**Initiative #2:** The SSS Student Advisory Board was formed in spring 2006 to expand the role of students in planning programs and activities that impact them by making SSS staff aware of student interests, desires and developmental needs. The Student Advisory Board is comprised of eight students that represent a cross-section of the SSS population with ethnic, gender, age, and physical diversity.

**Initiative #3:** Student Support Services launched the Mentoring Program in spring 2006 designed to match SSS participants with University of Memphis Faculty, Staff, Administrators, Student Leaders and Community Partners to provide them with the opportunity to form meaningful relationships and to provide a welcoming and supportive environment for SSS students as they matriculate at The University of Memphis.

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

**Student learning objective #1**  SSS Students will be more proficient and confident regarding use of information technology.

**Assessment Method #1:**
- Staff Observation
- Individual Success Plan
- Activity Evaluations
- Annual Survey

**Outcome #1**  One hundred percent of project participants that received instruction or technical support reported greater proficiency and confidence with their ability to use information technology, as reported through evaluations of technology-related workshops and the annual survey. Additionally, staff received anecdotal feedback from individual students, particularly adult students, citing increased independence and confidence as a result of technology instruction received through SSS.

**Student learning objective #2**  SSS Students will increase awareness of academic
resources on campus available to help meet their developmental needs.

**Assessment Method #2:**
Staff Notes  
Annual Survey

**Outcome #2** Campus departments were invited to SSS functions to share information about the services offered through their department. On the annual SSS survey, 100 percent of SSS participants polled indicated that they received referrals to other services on campus when appropriate. SSS Staff, along with SSS participants, often initiated contact and accompanied students to other departments, as reported in counseling logs.

**Student learning objective #3:** SSS Students will cite greater confidence in competencies needed for academic success.

**Assessment Method #3:**  
Student Open-Ended Comments  
Activity Evaluations  
Annual Survey

**Outcome #3:** SSS offered seminars that focused on basic academic skills, where activity evaluations were collected. At the end of the year, a survey was administered that assessed how activities and resources offered through SSS contributed to the success of participants. Ninety-five percent of SSS participants polled indicated that they improved study skills, time management skills, and decreased test anxiety as a direct result of services received through SSS. Furthermore, when asked “what do you see as the strengths of Student Support Services”, students frequently indicated workshops, second only to the response of a “caring staff.”

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

**Bragging point #1** The Student Support Services Department directly served students attending The University of Memphis from hurricane-affected areas, through counseling, referrals, advising, advocacy, and financial assistance, specifically awarding $52,000 in grant aid to low-income students from New Orleans and the Gulf region.

**Bragging point #2** Student Support Services established a Laptop Loan Program, where participants check out one of three Dell laptop computers for use away from campus to complete course assignments, established a Lending Learning Library to allow students to check out textbooks for General Education classes and preparation books for professional tests, such as Praxis, GRE, GMAT, and LSAT, and provided grant aid to encourage students to pursue full-time studies and to live on campus and minimize the need for student loans.

**Bragging point #3** On the annual evaluation, 100 percent of Student Support Services (SSS) students polled were “very satisfied or satisfied” with the assistance received from the SSS program; additionally, 100 percent viewed the work with SSS as “very important or important” in helping them remain enrolled and successful at The University of Memphis.
Revenue Producing Initiatives and Results: N/A

Community Involvement and Partnerships: One of the ways Student Support Services was able to assist in alleviating some of the financial burden associated with a college education for SSS participants is through the generosity of the Schadt Foundation, Inc. in providing funding for the TRIO Book Fund. This highly competitive scholarship awarded five deserving SSS students book scholarships at the rate of $1,000/student.

Collaborative Efforts: In support of institutional commitment for the SSS grant, the following departments formed interdisciplinary teams with Student Support Services to present workshops and/or trainings to SSS participants: Career and Employment Services, University Libraries, Psychological Counseling Unit, Educational Support Programs, Center for Economic Education, Office of Student Financial Aid, Advanced Learning Center, and Public Safety.

What students learn from Student Affairs:
Students learn academic skills to enhance their ability to achieve success.

Students learn how to take ownership of their own educational process.

Students learn coping strategies to prevent unexpected disruptions from their academic responsibilities.

Students learn the importance of campus/civic involvement in fostering academic success.

Students learn how to successfully craft scholarship applications and essays.

Students learn financial management skills.

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

Event #1 The Student Support Services Banquet was held on April 18, 2006. The purpose of the banquet was to celebrate the accomplishments of the SSS program and its participants and to recognize other individuals and departments instrumental in the successful implementation of the SSS program. Recipients of SSS scholarships were also announced. Approximately, 113 students, family members, and University personnel attended.

Event #2 N/A

Event #3 N/A

Contact summaries for the 05-06 year:
Individual Counseling Sessions - 1,167
Student Interviews – 211
Workshop Attendees – 284
Cultural Activity Attendees – 145

SSS Presentations and/or Information Displays:
Administrative Retreat
3 Main initiatives for 06-07

**Initiative #1** SSS will launch the Early Alert Program. Prior to semester mid-terms, staff will send progress report forms to professors requesting evaluations of participants’ academic performances. Staff will then identify students in danger of failure. Participants and staff will review early alert results, and discuss options for the remainder of the semester, such as tutoring, adjusting work loads, or course withdrawal.

**Initiative #2** There are plans to make TRIO programs a permanent fixture at The University of Memphis by acquisition of a pre-college preparatory program to serve greater numbers of under-represented populations, particularly an Upward Bound project to provide intensive services and college preparation to 50 local high school students from our community feeder schools, as identified by the Office of Admissions.

**Initiative #3** SSS will officially open the SSS Technology Classroom which will offer a quiet and interactive environment for SSS participants to access and learn IT skills in a safe and nurturing environment, promoting proficiency and confidence. The TRIO Technology Classroom will be equipped with fourteen computer stations. Individual and group tutoring focusing on how to navigate through software applications will be offered.