Goals to increase student success, retention and graduation rates:

1. Deliver high quality cutting-edge programs and services that promote and enhance student learning.

2. Recruit and retain high quality staff.

3. Provide physical facilities conducive to learning and discovery.

4. Develop partnerships and collaborations with various constituencies that augment student learning.

5. Develop communities that increase students’ sense of belonging and enjoyment of the university experience

Student Learning: A continual process of obtaining skills and knowledge that students can integrate and apply in ways that enhance their ability to achieve success and satisfaction in their lives.
This edition of the Student Affairs Annual Report highlights several accomplishments by the five broad goals that we use to guide our work. Because demolition and rebuilding are such large undertakings we begin with our focus on the new University Center and West Hall, a new residential facility. The report also highlights expansions of the Testing Center.

You will also see that we continue to expand high quality cutting-edge programs. We are especially pleased with programs that are helping our students enjoy successful retention and graduation. Among the programs leading the charge are Emerging Leaders, Student Support Services, the internship programs and the new FRESH Program in Minority Affairs.

The above programs also help build community and a sense of belonging among U of M students. In the report we go on to mention other programs in Adult and Commuter Student Services, Residence Life and Minority Affairs.

I invite you to peruse the accomplishments of some of our staff. Their awards are evidence of their willingness and motivation to maintain the high standards and expectations that we set in Student Affairs. The snapshots of their work attest to the outstanding results their hard work delivers and are just a sample of what our staff does. We invite you to look at all the web pages for a more in-depth look at the work produced by the entire staff.

And finally, I hope that you will take the time to view some of the accomplishments of our students. After all, the reason that the staff do what they do is so that students can succeed beyond their wildest dreams.
Student Affairs Goals to Increase Student Success, Retention and Graduation Rates:

Goal: Provide physical facilities conducive to learning and discovery.

- Construction of the University Center began in Fall, 2006 and should be completed in 2009. The new $45.9 million facility with a 24 hour computer lab, 300 seat theatre, dining and retail spaces, lounges and student life office and full-service restaurant will have 169,000 square feet. The new building design will invite students and others to enter, and once inside, to see and use the services and resources.

- A new residence hall will be erected in the location of the current West Hall (closed 5/07) with completion expected in Fall 2009. The new dorm will feature fully furnished suite style units. Amenities will include a lobby/lounge, computer lab, study lounges and laundry room(s). The new building will make up part of the central core of the Living Learning Communities when finished.
  - Number of Beds: 468
  - Emphasis: Honors and Living Learning Communities
  - Types of Rooms: 18 Bed Units (suites with baths) designed for freshmen

- Center for Counseling, Learning and Testing: Expanded services by constructing two new testing labs and contracting with Prometrix.
Student Affairs Goals to Increase Student Success, Retention and Graduation Rates:

**Goal:** Deliver high quality cutting-edge programs and services that promote and enhance student learning.

- Greater Memphis Association for Quality Level II was awarded to **Campus Recreation Intramural Services**. This signifies enlightened organizations that have begun focus on adopting and applying quality management principles.

- **Center for Counseling, Learning and Testing** - Psychological and Career Counseling received full re-accreditation from two national accrediting organizations in 2006 for the Center and the Predoctoral Internship Program: The International Association of Counseling Services (IACS) and the American Psychological Association (APA).
  - Career Encounters Job Shadowing Program had a 50% increase in students from 2005-2006.

- The Office of **Minority Affairs** houses five minority student organizations: Black Scholars Unlimited, Black Student Association, Empowered Men of Color, Hispanic Student Association and the National Association for the Advancement of Colored People (NAACP). Retention of Black Scholars Unlimited shows that 484 students were inducted from 2003-2007. Of the 484 students, 164 graduated and 285 are currently enrolled while only 35 have withdrawn prior to degree completion. Black Scholars tutored over forty students and dedicated over one hundred hours to community service.

- **Residence Life** opened Living Learning Communities and Sorority Housing using a model that has been successful in engaging faculty and the Greek community in the project.
  - Presentations on these facilities and programs were done for both state and national conferences.

- **Student Disability Services** had one student receive a Ph.D. during 2005-2006. While this is not the first student to receive a Ph.D., Student Disability Services is seeing an increase in students going on to pursue advanced degrees.
  - SDS began a collaboration with the Memphis City Schools Transition Team to address issues relating to the transition of SWD from high school to college.
Student Affairs Goals to Increase Student Success, Retention and Graduation Rates:

Goal: Deliver high quality cutting-edge programs and services that promote and enhance student learning.

- **U of M LEAD (Leadership Education and Development)** will provide more opportunities for all students
  - Multiple methods of leadership education
  - Enhance existing programs
    - Upgrade local speaker series
    - Emerging Leader course was modified and the *Exploring Leadership for College Students Who want to Make a Difference* text was added
  - Create new programs
    - Peer Leadership Resource Team -- a University of Memphis peer education and training team that will focus on leadership and student success topics
    - Team Name -- a service-oriented student organization devoted to enhancing the potential of groups to develop a solid leadership foundation
    - *Freshmen Leadership Experience* -- a program for freshmen to develop and build upon previous leadership experience
  - More Emerging Leader Scholarships applicants—increased the pool to 100 students from 76
  - New staff position added – Jon Campbell working on recruiting a more diverse pool of applicants
  - Emerging Leader Program was the featured cover story for the *Memphis Magazine* Winter 2007
  - The Emerging Leader Program had its largest entering freshman class of 32 students and the average GPA and ACT score for this class was 3.52 and 24 respectively.
  - The Junior Emerging Leader Class conducted a qualitative leadership study as part of the community coursework for the University District Initiative (UDI). UDI is a collaboration between the University of Memphis, neighborhood groups, and public and private entities that supports economic and social development in the University District
  - 120 students representing 49 different student organizations attended the 2006 leadership summit
Student Affairs Goals to Increase Student Success, Retention and Graduation Rates:

Goal: Deliver high quality cutting-edge programs and services that promote and enhance student learning.

- In Career and Employment Services the Internship Coordinator in collaboration with the Director of Academic Internships developed and began to implement the Internship Strategic Plan. Employers were surveyed to determine what competencies they seek when hiring new graduates and the analyzed data was used to help students develop competencies desired by employers. During presentations to students emphasis was placed on the importance of completing an internship prior to graduation. During 2006-2007 357 internships were posted in eRecruiting.
- Career and Employment Services and College of Education hosted the Education Career Fair
- Collaborated with Christian Brothers University and University of Memphis Graduate School to host the Graduate and Professional School Information Fair
- Collaborated with Alumni Affairs to host the Science, Mathematics, Engineering, and Technology Fair and Academic Affairs to host the Career and Internship Expo
- Associate Director and Director worked with AmeriCorp VISTA Project

- The Office of Minority Affairs was awarded a $38,000 Access and Diversity Initiative grant from TBR. This grant will allow for an increase in the number of Focusing Resources to Enhance Students in Higher Education (FRESH) participants and enhanced services. FRESH is a freshmen mentoring program designed to enhance the college and life management skills of underrepresented students at the University of Memphis.
Goal: Deliver high quality cutting-edge programs and services that promote and enhance student learning.

- The mission of the **Student Support Services** program is to increase retention and graduation of students who are either low-income, first-generation, and/or students who have a documented disability. During Fall 2006, SSS launched the Early Alert Program to help staff identify students in danger of failure. A Technology Classroom only for SSS participants opened in Spring 2007. The classroom offers a quiet and interactive environment and is equipped with fourteen computer stations and an instructor station.
  - Ninety-eight percent of all 2006-07 participants obtained cumulative GPA’s of 2.0 or better
  - 160 participants at inception of SSS program, 131 enrolled in coursework and/or graduated in 2006-07
  - Since inception in 2005, 20 students have graduated. Twelve of the twenty (60%) graduated in six years or less and ten of the twenty (50%) completed with a 3.0 GPA or better. Nineteen of the twenty (95%) completed with cumulative GPA’s of 2.5 or better.

“SSS refuses to let their students fail in school, work, or life. That is wonderful!”

“Free tutoring, workshops, and all of the counseling areas have been so important to my success as a student. These particular areas help round the students into better professionals upon graduation.”

“SSS has opened my eyes to look beyond what I didn’t think I could achieve, to make me realize that I can achieve much more than I thought I could.”

*Students from Student Support Services Conducted workshops for students ages 10-16 on Caring for the Mind, Body, and Soul at Orange Mound Community Center*
Student Affairs Goals to Increase Student Success, Retention and Graduation Rates:

Goal: Develop communities that increase students’ sense of belonging and enjoyment of the university experience.

- Adult and Commuter Student Services newsletter, Adult and Commuter Connection, online version received 1,660 clicks from July 1, 2006 to June 30, 2007. Hard copies of the newsletter were also available in the ACSS office.

- Pinnacle Induction Ceremony 2007

- Black History Month 2007 was a collaboration between ten University departments, twenty faculty/staff direct participants, twelve student organizations and thirty students that presented/produced twenty-one programs. The array of activities included the Honorable Russell B. Sugamon as the recipient of the Lifetime Achievement Award. Other featured celebrity artists included acclaimed actress, Cicely Tyson, gospel recording artists, Ted and Sheri, and soul legends, Confunkshun. The activities are designed to capture the essence of the diverse University community.

- Facilities will enhance communities
  - New University Center
  - West Hall

. . . Letter from TRIO Scholarship Student to Student Support Services

I would like to thank you all for choosing me as one of your recipients for the TRIO Service Scholarship. Although I haven’t been a member of TRIO Service very long I feel like I have because of the patience and eagerness that TRIO service staff has to offer. I will always keep TRIO Service in mind knowing that there are people out there who really care and will make an effort to do so. I think that you all are wonderful people and I am very honored.
Student Affairs Goals to Increase Student Success, Retention and Graduation Rates:

Goal: Develop communities that increase students’ sense of belonging and enjoyment of the university experience.

- Four new housing units and one renovated unit became the central core of the new Living Learning Communities in Fall 2006. Through these unique, integrated home and studio environments, we are able to offer residents of the Living Learning Communities the framework to build leadership and shape intellectual and ethical development. Currently, there are two academic majors represented in the communities, Architecture and Foreign Languages. Requests for Proposals (RFP’s) from faculty who were interested in developing the academic aspects of a Living Learning Community ensured a strong collaboration between Academic Affairs and Student Affairs.

- Number of Beds Available: 88
- Utilization of the expertise of professional architects
- Developed close ties with a professional architectural organization that is providing funds for community development
- Number of residents interested in participating in the Living Learning Communities exceeded expectations resulting in a demand for additional beds for both communities.
Student Affairs Goals to Increase Student Success, Retention and Graduation Rates:

Goal: Recruit and retain high quality staff.

- Dr. Rosie Phillips Bingham, Vice President for Student Affairs, was selected to serve on the American Psychological Association’s Board of Educational Affairs. She was also the keynote speaker at the National Multicultural Conference and Summit and the National Career Development Association Annual Conference.

- Lonnie Latham, Associate Dean, Minority Affairs, received the Martin Luther King, Jr. Human Rights Award.

- Dr. William Porter, Assistant VP Student Affairs, Dean of Students, received the Distinguished Administrator of the Year Award.

- Susan Te Paske, Director Student Disability Services, served as President of the Tennessee Association on Higher Education and Disability.

- Dr. Dwayne Scott, Associate Dean of Students for Judicial and Ethical Programs, was selected to participate in the 2007 Tennessee Board of Regents Maxine Smith Fellows Program.

- Danny Armitage, Associate Dean of Students for Residence Life and Dining Services, presented at the Association for College and University Housing Officers and at the Chief Housing Officers workshop in Wilmington, NC.

- Angie Dunlap, Coordinator for Student Activities, served as Conference Coordinator for the 2006 National Association for Campus Activities (NACA) Central Region Conference; served as Coordinator for NACA’s Huge Leadership Weekend 2007; served on the Educational Review Committee for the 2007 NACA National Convention; Angie also received the Markley Award, which is the highest honor given by the NACA Central region.

- Clay Woemmel, Associate Director, Career and Employment Services, co-chaired the 2006 Southern Association of Colleges and Employers Conference.

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An email from a student

“Sometimes students drop out or give up because no one seems to care enough to give accurate information or to follow up. The Director of Adult & Commuter Student Services is truly a nurturer that not only took on my case as one of her own children but really showed she knew the right people and right direction to go in. She didn’t make me feel any less a student with being out of school all this time.”
Mark King, IFC Vice President, completed his term as the Region IV Vice President for the Southeastern Interfraternity Conference.

Adult scholarship recipient Gloria Anderson received a scholarship to study abroad in Ghana, South Africa.

Katie Lyons (Senior) is an Intern for Business Development and Training at Morgan Keegan.

Olufemi “A.B.” Oladinni was accepted by INROADS as an intern and was hired by Nissan as a summer intern.

Ashley Warren, a University of Memphis cheerleader, was an intern in Contract Administration at Smith and Nephew from Fall 2006 to Spring 2007.

Sigma Chi Fraternity received the Peterson Award for the fourth straight year and the Legion of Honor Award for the second straight year.

The Panhellenic Council was recognized for Outstanding Community Service for their commitment to Breast Cancer Awareness at the Southeastern Panhellenic Conference in Atlanta.

The Interfraternity Council was recognized for their Outstanding Philanthropy Event, Battle of the Sexes, at the Southeastern Interfraternity Leadership Academy.

William Terrell was recognized as the Kappa Alpha Psi Fraternity, Inc. Regional Student of the Year for 2006-07.

Morgan Crenshaw, former Panhellenic President and current Phi Mu President served as the Public Relations Chair for the 2007 Southeastern Panhellenic Conference.

Julia Adames (Ideas & Issues Chair 06-07, incoming SAC President)—served on the Educational Review Committee for the 2007 NACA National Convention.
Campus Recreation Intramural Services
- 300,465 participants – increase of 1,571 over last year
- Revenue: $42,966

Student Leadership
- Frosh Camp: 407 students attended
- Leadership Summit 2006: 120 students attended representing 49 different organizations

Judicial and Ethical Programs
- Total Cases: 205
- Total Summary Discipline Referrals: 94 – 24% increase over last academic year (indicates faculty referring more cases to Judicial and Ethical Programs)

Minority Affairs
- Total visits: 2,035
- Empowered Men of Color: 23 paid members with an overall GPA of 2.83
- Southwestern Black Student Leadership Conference: 37 students attended

Residence Life
- Manages 900,000 square feet of buildings and $9.2 million in resources
- Approximately 330 students participating in Living Learning Communities
- Technical support is provided to 2,538 potential users via the Res-Net Support Staff
- Sponsored more than 600 programs with 4,618 students in attendance:
  * 126 Personal Development programs
  * 115 Academic Development programs
  * 150 Community Development programs
- Hosted Southern Placement Exchange – 85 universities from 26 states participated
- Preventive Maintenance: Savings exceeded $100,000
- Conference Housing generated $545,000 in housing revenue with an additional $118,000 in conference housing meals, $670,000 in cable and phone sales, $806,000 in institutional support and $1.3 million in Physical Plant charges.

Child Development Center
- Children cared for: 112 during Fall semester, 90 during Spring semester
- Maintained a 3 star rating with the State of Tennessee
- Implemented the ABC Music curriculum and hosted the first student art show.

Dining Services
- $4.8 million in sales – 11% increase over 2005-06
- Sold 1,089 meal plans – 31% increase over 2005-06
- Commissions to University exceeded $500,000 for the first time – increase of approximately $50,000 over 2005-06
Student Activities
• SAC event attendance: 13,802
• Registered Student Organizations: 181
• Community Service Project Participants: 390
• Number of Programs: 83
• Up Til Dawn: 120 teams registered, $140,000 raised

Greek Affairs
• Total Greek Membership Fall 2006 - Spring 2007: 684
• Average GPA All Greek: 2.91, Non-Greek : 2.58
• Community Service by Greeks: 9,000 hours
• Money Raised by Greeks for Philanthropies: $50,000

University Center
• Events Scheduled: 2,088
• Income Generated: $14,108.83 (down 43% due to closing UC, Games Center, etc.)
• Cultural Event Tickets to Students: 2,806
• $26,638.50 in student fees was allocated to purchase cultural event tickets for students

Rose Theatre
• Total Events Scheduled in Rose Theatre: 528
• Revenue Generated: $28,662.20

Career and Employment Services
• On Campus Interviews: 660 interviews with 57 companies participating
• Attendance:
  * Science, Mathematics, Engineering & Technology Career Fair: 200 students/35 employers
  * Graduate and Professional School Information Fair: 220 students/92 graduate and professional schools
  * Education Fair: 26 school districts /334 students
  * Career and Internship Expo: 850 students /92 companies
• Advising Appointments/Individual Counseling Sessions: 563
• Revenue: $15,219

Center for Counseling, Learning and Testing
• Career and Psychological Counseling Center: Counseling Hours: 3,511
• Educational Support Program: 12,947 contacts
  * 45% increase in number of Interns (9 to 13)
  * HOPE student contacts: 2,413
• Testing Center:
  * Paper and Pencil Exams: 8,016  Computer-based Testing: 5,098
  * Total tests administered: 13,114  Revenue generated: $1,332
  * CASTLE Worldwide, Kryterion and Schroeder Measurement Technologies added to roster of tests administered
SnapShots

**Adult and Commuter Student Services**
- Number of individual student visits: 1,916
- Housing Fair: 400 attendees in 2007 (60% increase from 2006)
  - Number of Vendors: 16
- Pinnacle Honor Society: 104 inductees in 2007 (148% increase from 2006)
- Revenue: $4,800

**Student Disability Services**
- Number of students registered: 710
- Students on Dean’s List: Fall-49 (7.40%) Spring-47 (8.83%)
- Law and Graduate Students: Fall-96 (15.94% of total) Spring-86 (15.98% of total)
- Over 100 students with disabilities graduated from the University of Memphis during 2006-07
- Classroom Tests Administered: 1330
- SDS Notetakers: 111
- SDS Assistive Technology Lab in Library one of the best in U.S.

**Student Health Services**
- Medical Visits: 7,547
- Family Planning Clinic Visits: 755
- Laboratory Tests Performed: 4,358
- X-Rays Performed: 291
- Information Visits (services provided by Front Desk): 4,260
- Allergy Testing Event: 318 participants
- Wait time to see a doctor or nurse practitioner: Less than 30 minutes
- Student Health Fair: 3,500 participants

**Student Support Services**
- Number of SSS participants that obtained cumulative grade point averages of 2.0 or better: 98%
- Individual Counseling Sessions: 1,432
- Workshop Attendees: 393
- Cultural Activity Attendees: 336

Out of all the thank you notes that I have written I saved the best for last. This office has given me the opportunity to accomplish something that I never thought was possible. I walked down the aisle at graduation because everyone in the office made it possible. You have been there since day one telling me I could do it. For the first time in my life, I feel that I am smart and can achieve anything and it is because you believed in me.

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Students Learning Through

Engagement and Involvement