**STUDENT AFFAIRS 06-07 ANNUAL REPORT DATA**

**IMPORTANT:** Please submit by August 3, 2007 and be sure to read the form instructions. As you prepare this be sure to refer to last year’s division report and the departmental reports by clicking the links below (will open up in new window).
- **2005-2006 Division of Student Affairs Annual Report**
- **2005-2006 Division of Student Affairs - Detailed Annual Reports by Departments**

**NOTE:** Please click in the GRAY boxes to type/select your answers. If you need to un-highlight a textbox, press the left arrow key (←).

<table>
<thead>
<tr>
<th><strong>Department/Sub-Department Name:</strong></th>
<th>Adult and Commuter Student Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>Wilder Tower 5th floor</td>
</tr>
<tr>
<td><strong>Phone Number:</strong></td>
<td>678-2644</td>
</tr>
<tr>
<td><strong>Web Site:</strong></td>
<td><a href="http://www.memphis.edu/acss">www.memphis.edu/acss</a></td>
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<tr>
<td><strong>Department Annual Report web link (if applicable):</strong></td>
<td>http://</td>
</tr>
<tr>
<td><strong>Director Name:</strong></td>
<td>Joy Rogers Stout</td>
</tr>
<tr>
<td><strong>Director Email:</strong></td>
<td><a href="mailto:jstout@memphis.edu">jstout@memphis.edu</a></td>
</tr>
<tr>
<td><strong>Number of Full-Time Staff:</strong></td>
<td>2</td>
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</table>

**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 life long learning.

1. **Major departments/functions/offices/responsibilities - brief listing:**

   Adult and Commuter Student Services is an office that is available to respond to the diverse needs of adult (non-traditional) and all other 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 all other 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 through out-of-classroom activities.

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, a monthly newsletter, quiet study lab, mini computer lab, PINNACLE induction ceremony (honor society for non-traditional age students), Off-Campus Housing Information Fair, bus schedules, carpool information, Adult Student Association and Commuter Student Association (see up-to date and informative website for additional information), preliminary advising/guidance, positive reinforcement, the use of program evaluations and satisfaction surveys.

2. **Up to 3 student learning objectives and outcomes for 06-07:**

**Student Learning Objective #1**

Adult and commuter students will connect (establish a rapport or relationship) with other commuter students.

**Outcome #1 (with supporting data)**

Provided a comfortable and interactive "home away from home" environment for adult and commuter students to connect with each other, relax between classes, eat lunch or to study. Adult and commuter students interacted with each other during their monthly Adult Student Association (ASA) and Commuter Student Association (CSA) organizational meetings held in our office, during the Soup's On event, and before, during and after the monthly ACSS training seminars/workshops.

Students held conversations with other students during the 890 visits to the office to eat or get a hot beverage and relax in between their classes

Assessment method: Observation by ACSS staff and Student sign in data

**Student Learning Objective #2**

Commuter students (traditional and nontraditional age) will share/tell what they learned during the ACSS monthly workshops/training seminars.

**Outcome #2 (with supporting data)**

Students reported that they learned about:

- Only using a credit card for emergencies
- The importance of saving no matter how much money they make
• Managing stress can prevent health problems
• Breathing exercises and laughter help relieve stress
• The importance of managing your time and how it relates to balancing responsibilities

Assessment method: Student seminar evaluation forms

Student Learning Objective #3

Students will tell others about the services, activities and programs provided by Adult and Commuter Student Services

Outcome #3 (with supporting data)

Students invited and personally escorted their friends and classmates to the ACSS office.

As students sign into the ACSS system for the first time (on their first visit to the office) they are asked how they found out about the ACSS office. Students responded that they found out about the ACSS office from other students.

Assessment method - Face-to-face contact and ACSS student sign-in system data

3. 3 main departmental goals and related accomplishments/results for 06-07:

Goal #1

To create a comfortable and interactive learning environment for adult and commuter students.

Results/Accomplishments #1A

Provided an open house for students to link with the Adult and Commuter Student Services Office in its temporary location (Wilder Tower 500). During this event, students completed an interactive questionnaire designed to engage them in learning more about our programs and services.

Results/Accomplishments #1B

• Students made 623 visits to the ACSS office to study or participate in a small study group.
• Students made 890 visits to the office to eat or get a hot beverage and relax in between their classes.
<table>
<thead>
<tr>
<th>Goal #2</th>
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<tbody>
<tr>
<td>To offer students educational support in their academic, social and personal development.</td>
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<thead>
<tr>
<th>Results/Accomplishments #2A</th>
</tr>
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<tbody>
<tr>
<td>Provided tutoring for commuters primarily in English with the offer to schedule an appointment for tutoring in History and Math.</td>
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<tr>
<th>Results/Accomplishments #2B</th>
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<tbody>
<tr>
<td>Provided the following training seminars to support students in their academic and personal endeavors:</td>
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- Personal Financial Management
- Keys to Successful Apartment Living
- Stress Management
- Tiger Technology: Becoming an MS PowerPoint Whiz
- Balancing Life: School, Work and Romance

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<thead>
<tr>
<th>Goal #3</th>
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<tr>
<td>To provide adult and commuter students with information regarding campus and community resources.</td>
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<tr>
<th>Results/Accomplishments #3A</th>
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<tbody>
<tr>
<td>The Adult and Commuter Connection newsletter provides a means of connecting commuter students with information pertaining to campus and community events, important academic and financial dates and deadlines, student and staff spotlights, study tips and recipes, and highlights of workshops and events.</td>
</tr>
</tbody>
</table>

The online version of the Adult and Commuter Connection monthly newsletter received 1,660 clicks from July 1, 2006 to Jun 30, 2007. Additionally, students picked up hard copies of the newsletter in the ACSS office.

| Results/Accomplishments #3B |
During the Off Campus Housing Information Fair, students spoke with and received printed information regarding community services, discounts and opportunities from leasing managers and representatives of MLGW, Allstate insurance, First South Credit Union and CORT Furniture.

4. **Individual staff and student accomplishments:**

   • Adult Students Gloria Anderson and Joan Rayman attended their first ever Adult Student Conference hosted by Middle TN State University (MTSU)

   • Commuter Student President Shane Perkins participated in a discussion regarding his participation in a learning community for Business majors.

   • Michele Wieland, Adult Scholarship Recipient, was named to the Student Government Court. Michele also received the "We Believe in You" ACSS President's Leadership Award.

   • Adult Student Association President Alyce Richmond was inducted into the Pinnacle Honor Society and was an active nontraditional student representative in the Student Government Association. Alyce also received the Harry Steele Adult Student Association Leadership Award.

   • Five Commuter Student Association members participated in a focus group sponsored by Mr. Charles Lee, Vice President of Business and Finance, to discuss the impact of proposed tuition increases.

   • Adult students Gloria Anderson and Heidi Basinger participated in a focus group to discuss mental health issues, suicide prevention, stress and what different student populations think about seeking services for depression, suicide and other mental health issues

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

5. **3 main bragging points for department – What top administrators should know about your area:**

   **Bragging point #1**

   INCREASED STUDENT ATTENDANCE AT THE OFF CAMPUS HOUSING INFORMATION FAIR

   (ACSS Signature Program)

   In 2006 – 250 attended the fair. In 2007, 400 attended the fair. This is a 60% increase over last year.

   The increase in student participation is attributed to a more aggressive marketing
The Commuter Student Association played a significant role in marketing efforts, through scheduled intervals of interaction with other students during lunch in the Tiger Den and by saturating the campus with flyers and posters as a reminder to attend the event.

**Bragging point #2**

**INCREASED PARTICIPATION IN PINNACLE HONOR SOCIETY BY OPENING UP MEMBERSHIP TO ELIGIBLE GRADUATE STUDENTS.**

In collaboration with the Graduate School, a GPA of 3.75 was established as one of the minimum criteria for graduate student eligibility.

This collaboration was in an effort to:

- provide a means for recognizing the academic achievements of graduate students as well as nontraditional undergraduate students
- foster building relationships between nontraditional undergraduate and graduate students in an outside-of-the-classroom setting, thus providing them with an opportunity to interact and connect with graduate students who share common interests and career aspirations.
- encourage nontraditional undergraduate students to attend graduate school

The total number of inductees increased from 42 in 2006 to 104 in 2007, which is a 148% increase. Of the 104 inductees, 60 were graduate students.

**Bragging point #3**

**Women's History Month Panel**

ACSS collaborated with the local community and the Women’s Panhellenic Council to plan and provide an inspiring panel discussion embodying the 2007 Women’s History Month theme “Generations of Women Moving History Forward”.

Our collaborative efforts with faculty from the Sociology and Criminal Justice departments brought the attendance to 115.

6. **Revenue Producing Initiatives and Results:**

The Off Campus Housing Information Fair generated revenues totaling $4,800.
7. **Community Involvement and Partnerships:**

Leasing Managers, Insurance Agent, Memphis Light, Gas and Water, LeMoyne-Owen College, Christian Brothers University, Rhodes College, Southwest TN Community College, Pepsico, Inc. (Off Campus Housing Information Fair)

Crye-Leike Property Management and Memphis Area Legal Services (Keys to Successful Apartment Living seminar)

Messick Adult High School Program (Messick Adult College and Job Fair)

Special Agent My Harrison-TN Bureau of Investigation, Shelby County Commissioner Henri Brooks - County Government, Councilwoman Carol Chumney - Memphis City Council, Mrs. Kym Clark - WMCTV News 5 (Women's History Month Panel)

8. **Collaborative Efforts:**

- English Department (Tutorial Services)
- Criminal Justice (Women’s History Panel)
- Graduate School (Pinnacle Honor Society)
- History Department (Tutorial Services)
- ACAD 1100 (Training Seminars)
- Advanced Learning Center (Training Seminars)
- Sociology Department (Women’s History Month, Training Seminars)
- University College (New Student Orientation)
- Parking Office (New Student Orientation)
- Child Development Center (New Student Orientation)
- Minority Affairs (Black History Month)
- Women’s Panhellenic Council (Women’s History Month Panel)
- Commencement (5th Floor Open House)
- General Education/Transfer and Articulation (5th floor Open House)

A total of 87 individuals visited the 5th floor offices and learned at least one thing about each office through questionnaires.
9. **If applicable, 3 major 06-07 events/programs/etc. with description, attendance info, money raised:**

<table>
<thead>
<tr>
<th>Event #1</th>
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<tbody>
<tr>
<td><strong>OFF CAMPUS HOUSING INFORMATION FAIR</strong></td>
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<tr>
<td>The purpose of this event was to provide students, faculty and staff with an opportunity to obtain information about various off-campus housing options and services in the community, and to connect with the Memphis and Mid-South community in a collaborative effort to help students, faculty, and staff meet their needs.</td>
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<tr>
<td>Attendance was increased from 250 students in 2006 to 400 students in 2007 (60% increase)</td>
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<tr>
<td>Total number of participating vendors: 16</td>
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<td>Total Revenue generated: $4,800</td>
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<td>Total Profit Earned: $2,135.72</td>
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<tr>
<th>Event #2</th>
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<tr>
<td><strong>SOUP’S ON</strong></td>
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<td>On Wednesday, February 7, 2007, adult and commuter students were invited to come in out of the frigid winter air to warm up with a hot bowl of soup at the ACSS Soup’s On event, co-sponsored by the Adult Student Association and the Commuter Student Association.</td>
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<tr>
<td>More than sixty (60) students signed in and helped themselves to a choice of two delicious soups, garden salad, soft baked rolls and beverages. The event was a great success and was a welcomed relief to the cold and windy day.</td>
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<tr>
<th>Event #3</th>
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<tbody>
<tr>
<td><strong>PINNACLE INDUCTION CEREMONY</strong></td>
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<tr>
<td>The ACSS office extended Pinnacle membership to graduate students in an effort to:</td>
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<tr>
<td>o provide a means for recognizing the academic achievements of graduate students as well as nontraditional undergraduate students</td>
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</table>
o foster building relationships between nontraditional undergraduate and graduate students in an outside-of-the-classroom setting, thus providing them with an opportunity to interact and connect with graduate students who share common interests and career aspirations.

o encourage nontraditional undergraduate students to attend graduate school

The total number of inductees increased from 42 (2006) to 104 in 2007, which is a 148% increase. Of the 104 inductees, 60 were graduate students.

10. **Detailed contact summaries for the 06-07 year as applicable - headcount counseling sessions, cases, programs help, students housed, children housed, children cared for, tests administered, interviews hosted, etc.**

- **TOTAL VISITS:** 2247
  - 1,916 total excluding 331 work/scholarship service sign-ins
- **TOTAL INDIVIDUAL (UNIQUE) VISITS:** 246
  - This number also includes the 8 student workers, scholarship workers, and graduate assistants, who also signed in to use other services when they were not at work.
- **PEAK VISIT TIME** was during 10:00 a.m. – 11:00 a.m.
  - Students signed in 413 times during this hour

**TOTALS BY CATEGORY:**

- Eat/Get hot beverage 387
- Get campus information 23
- Get housing or childcare information 4
- Get transportation information 9
- Study/Study group 623
- Take a break 503
- Tutoring 19
TOTALS BY AGE AND ETHNICITY

<table>
<thead>
<tr>
<th>AGE</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>18 - 24</td>
<td>135</td>
</tr>
<tr>
<td>25 - 34</td>
<td>50</td>
</tr>
<tr>
<td>35 - 39</td>
<td>25</td>
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<td>40 - 49</td>
<td>36</td>
</tr>
<tr>
<td>50 - 59</td>
<td>14</td>
</tr>
<tr>
<td>60 and above</td>
<td>6</td>
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<table>
<thead>
<tr>
<th>ETHNICITY</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>12</td>
</tr>
<tr>
<td>Biracial</td>
<td>3</td>
</tr>
<tr>
<td>Black</td>
<td>139</td>
</tr>
<tr>
<td>Latino</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>9</td>
</tr>
<tr>
<td>White</td>
<td>81</td>
</tr>
</tbody>
</table>

NOTE* See attachments for graphical charts

11. **3 Main initiatives for 07-08**
### Initiative #1

**DEVELOPMENT OF OFF CAMPUS HOUSING LISTING SEARCH DATABASE**

The Adult and Commuter Student Services office will service as the principal liaison to Off Campus Housing Partners to develop an online housing listing database for student, faculty and staff use.

Note: the U of M will be the first university in the state of TN to offer this opportunity to search for off-campus housing via the OCP partnership.

### Initiative #2

**COMMUTER STUDENT MIXER**

This event is designed to:

- foster a crucial social network among incoming commuter students
- enrich the commuter student’s overall college experience
- promote student retention, to build a relationship between the commuter student and the ACSS office
- represent the University of Memphis in all its dealings with the commuter student body in a satisfactory fashion.

### Initiative #3

**MENTOR PROGRAM FOR ADULT STUDENTS**

To promote adult student scholarship and retention, we will pair recent Adult Scholarship recipients with faculty and administrators who currently serve on our Advisory Board.

### 12. How did feedback you received from your planning meetings or annual report submission assist your department in moving forward with goals and learning objectives?

The following information was taken directly from Jan. 07 Planning Meeting feedback.

Are You working with ESP on the tutoring initiatives?
-- We make referrals to Dr. Barbara Bekis and Educational Support (ESP) as students request tutoring and academic assistance. We also maintain ESP bookmarks and other printed material to distribute to students. Our New Student Orientation Powerpoint presentation includes information about ESP as well as a photo of Dr. Bekis.

We would like to know more about the race and age breakdown of your office contact visits.

-- Through the use of our electronic sign in system, we are now able to retrieve the ethnicity and age data of students who come to our office to use our services. (See section #10 - Detailed contact summaries and also attached graphical charts.)

Perception of of major issues/concerns: Keeping students connected with ACSS when the office relocates to Wilder

--We initiated an Open House in collaboration with the Commencement and General Education, Transfer and Articulation offices. This event was part of several efforts to inform students about our relocation. Information was provided in the Daily Helmsman and the Adult and Commuter Connection newsletter, flyers were distributed to students during monthly workshops, and signs were also posted to announce our relocation to Wilder Tower.

13. In planning for 07-08, what intentional data can you collect to produce and analyze retention data and results?

In planning for 07-08, the ACSS office can collect the following intentional data:

--Scholarship Mentoring Program

We will look at the mentoring program to compare grades and re-enrollment of adult scholarship recipients who ARE participating in the mentoring program with grades and re-enrollment of adult scholarship recipients who are NOT participants in the mentoring program.

From this we will determine whether their grades improved by participating in the mentoring program, as well as if they remain in school following a semester of participation in the program.