## STUDENT AFFAIRS 07-08 ANNUAL REPORT DATA

**IMPORTANT:** Please submit by August 20, 2008 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 link below (will open up in new window).

[2006-2007 Division of Student Affairs Annual Report](http://saweb.memphis.edu/studentaffairs/annualreport0607.htm)

### Department/Sub-Department Name:

### Location: 500 Wilder Tower

### Phone Number: (901) 678-2644

### Web Site: [http://www.memphis.edu/Adult and Commuter Student Services](http://www.memphis.edu/Adult and Commuter Student Services)

### Department Annual Report web link (if applicable):

### Director Name: Joy R. Stout

### Director Email: jstout@memphis.edu

### Number of Full-Time Staff: 2

### Mission:

The missions 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 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 Adult and Commuter Student Services office. SPAR includes: educational training seminars/workshop, English tutoring, a monthly newsletter, quiet study area, 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 07-08:**

**Student Learning Objective #1**

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

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

Provide a comfortable and interactive "home away from home" environment for adult and commuter students to connect with each other, relax between classes, and 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, and before, during and after the monthly training seminars/workshops.

Students held conversations with other students during the 2,966 visits to the office to eat or get a hot beverage and relax in between their classes.

Assessment method: Observation by ADULT AND COMMUTER STUDENT SERVICES staff and student sign-in data.

**Student Learning Objective #2**

Commuter students (traditional and non-traditional age) will share/tell what they learned during the Adult and Commuter Student Services monthly training seminars/workshops.

**Outcome #2 (with supporting data)**
Students reported that they learned about:

- Being aware of their surroundings
- Keeping valuables out of site/ not leaving valuables like cell phones, textbooks and purses laying around
- Exercises and techniques that can relieve stress
- Good stress (adrenaline) and bad stress
- People have different love styles

Assessment method: student seminar evaluation forms

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<tr>
<th><strong>Student Learning Objective #3</strong></th>
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<td>Students will tell others about the services, activities and programs provided by Adult and Commuter Student Services</td>
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<tr>
<th><strong>Outcome #3 (with supporting data)</strong></th>
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<td>Students invited and personally escorted their friends and classmates to the Adult and Commuter Student Services office.</td>
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<td>As students sign into the office for the first time (on their first visit to the office), they are asked how they found out about the office. Students responded they found out about the office from other students.</td>
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<td>Assessment method: Face-to-face contact and Adult and Commuter Student Services sign-in system data.</td>
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3. **3 main departmental goals and related accomplishments/results for 07-08:**

**Goal #1**
To create a comfortable and interactive learning environment for adult and commuter students

**Results/Accomplishments #1A**
An additional commuter lounge in 208 Brister was opened to give students more space to relax and connect in between classes.

**Results/Accomplishments #1B**
Students made 1,083 visits to the office to study or participate in small study groups

Students made 2,216 visits to the office to take a break/relax in between their
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<th>classes.</th>
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### Goal #2

To offer students educational support in their academic, social and personal development

#### Results/Accomplishments #2A

Provided tutoring for adults and commuters primarily in English with the offer to schedule an appointment for tutoring in History and Math

#### Results/Accomplishments #2B

Provided the following training seminars/ workshops to support students in their academic and personal endeavors:

- Staying Safe On and Off Campus
- Keys to Successful Apartment Living: Using Technology to Search for Off Campus Housing
- Stress Management
- Love and Relationships: What’s Your Love Style?

### Goal #3

To provide adult and commuter students with information regarding campus and community resources.

#### Results/Accomplishments #3A

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.

The online version of the Adult and Commuter Connection monthly newsletter received 856 clicks from September 2007 to May 2008. Additionally, hard copies of the newsletter were distributed to University College and the Millington, Collierville and Jackson campuses.

#### Results/Accomplishments #3B

During the Off Campus Housing Information Fair, students spoke with a received printed information regarding community services, discounts and opportunities from
leasing managers and representatives of MLGS, First South Credit Union and CORT Furniture.

Students also received live demonstrations of how to find and use the new Off Campus Housing website.

4. **Individual staff and student accomplishments:**
   - Commuter student Hanafi Roy Anwar received the We Believe in You Student leadership award
   - Adult student Gloria Anderson received her Bachelor’s degree

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 (ADULT AND COMMUTER STUDENT SERVICES SIGNATURE PROGRAM)**

   In 2007 – 400 attended the fair. In 2008 – 533 attended the fair.

   The increase in student participation is attributed to a more aggressive marketing campaign and collaborating with other area colleges and universities.

   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 non-traditional undergraduate students
   - Foster building relationships between non-traditional 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 non-traditional undergraduate students to attend graduate school

The total number of inductees increased from 104 in 2007 to 143 in 2008, which is a 37.5% increase.

**Bragging point #3**

**HOSTED THE WOMEN’S HISTORY MONTH PANEL**

Adult and Commuter Student Services collaborated with College of Communication and Fine Art, the local art community, and the Women’s Panhellenic Council to plan and provide an inspiring panel discussion embodying the 2008 Women’s History Month theme “Women’s Art: Women’s Vision”.

Our collaborative efforts with three (3) Memphis City schools (Overton, East, Frayser high schools) drew a very engaged crowd.

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

   The Off Campus Housing Information Fair
   - Revenue generated: $5,400

   The Off Campus Housing Website
   - Revenue generated: $607.31 (as of June 2008)

7. **Community Involvement and Partnerships:**

   • Leasing Managers, Off Campus Partners, Memphis Light, Gas and Water, LeMoyne-Owen College, Christian Brothers University, Rhodes College, Southwest Tennessee Community College, Crichton College, Pepsi (Off Campus Housing Information Fair)
   • Crye-Leike Property Management (Keys to Successful Apartment Living seminar)
   • Messick Adult High School Program (Messick Adult Career and Education Fair)
   • Brenda Joysmith – Joysmith Art Studios; Memphis City Schools- Overton, East and Frayser high schools (Women’s History Month Panel)
   • Memphis Area Transit Authority (MATA) – Provided updated bus schedules and stand

8. **Collaborative Efforts:**

   • English Department (Tutorial services)
   • College of Communication and Fine Art (Women’s History Month Panel)
   • Graduate School (Pinnacle Honor Society)
- ACAD 1100 (Training Seminars)
- Police Services (Training Seminars)
- Sociology Department (Training Seminars)
- University College (New Student Orientation)
- Parking Services (New Student Orientation)
- Child Development Center (New Student Orientation)
- Women’s Panhellenic Council (Women’s History Month Panel)

9. **If applicable, 3 major 07-08 events/programs/etc. with description and assessment data (attendance info, funds raised, etc.):**

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<tr>
<th>Event #1</th>
<th>OFF CAMPUS HOUSING INFORMATION FAIR</th>
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<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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<td><strong>Attendance was increased from 400 attendees in 2007 to 533 attendees in 2008</strong></td>
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<td><strong>Total number of participating vendors: 22</strong></td>
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<td><strong>Total revenue generated: $5,400</strong></td>
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<th>Event #2</th>
<th>LAUNCHED THE OFF CAMPUS HOUSING WEBSITE</th>
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<td>The Adult and Commuter Student Services office serves as the principal liaison to Off Campus Partners, LLC for the official University of Memphis online housing listing website for student, faculty and staff use.</td>
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<td><em>Note: The University of Memphis was the first university in the state of Tennessee to offer this opportunity to search for off-campus housing via the OCP partnership.</em></td>
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<td><strong>Total registered users as of June 2008: 1,736</strong></td>
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<td><strong>Total page views as of June 2008: 88,194</strong></td>
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<td><strong>Total number of property listings: 73</strong></td>
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<td><strong>Total revenue share: $607.31</strong></td>
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<tr>
<th>Event #3</th>
<th>PINNACLE INDUCTION CEREMONY</th>
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<td>Adult and Commuter Student Services extended Pinnacle membership to graduate</td>
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students in an effort to:

- Provide a means for recognizing the academic achievements of graduate students as well as non-traditional undergraduate students
- Foster building relationships between non-traditional 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 non-traditional undergraduate students to attend graduate school

The total number of inductees increased from 104 (2007) to 143 in 2008.

10. **Detailed utilizations numbers (contact summaries) for 07-08 as applicable – headcount counseling sessions, cases, programs held, students housed, children cared for, tests administered, interviews hosted, internships posted and filled, etc.**

337 students made a total of 4,601 visits during the 2007-08 school year. Peak visit time was between 11:00 a.m. – 12:00 p.m. (Total of 1026 visits)

*Note: See charts for additional office service usage details*

11. **Last year we asked you, “In planning for 07-08, what intentional data can you collect to produce and analyze retention data and results?” If you have not already addressed this in your submission, did you do this? What did you collect and what retention and graduation data do you have?**

This information will be forthcoming

12. **Please review your 07-08 planning document and discuss your achievement of your goals or any departures from your plans.**

This information will be forthcoming

13. **Please reiterate from your 08-09 planning document your 3 main initiatives for 08-09 and explain any revisions made to your plans since your 08-09 planning meeting with the AVP group.**

This information will be forthcoming

**Initiative #1**

This information will be forthcoming

**Initiative #2**

This information will be forthcoming

**Initiative #3**

This information will be forthcoming