Division of Student Academic Success

Karen Weddle-West Ph.D.
Vice President for Student Academic Success
Director of Diversity Initiatives
Vice President for Student Academic Success/Director of Diversity Initiatives

Student Academic Success Departments

**Academic Coaching for Excellence (ACE)** – Dr. Meghan Pfeiffer, Director

**Academic Counseling Center** – Dr. Carl Chando, Director

**Center for Academic Retention and Enrichment Services** – G. Guy, Coordinator

**Center for Athletic Academic Services** – Fernandez West, Associate Athletic Director

**Center for Writing and Communication** – Dr. Scott Sundvall, Director

**Educational Support Programs** – Dr. Barbara Bekis, Coordinator

**First Scholars/Oppportunity Scholars** – Jaclyn Rodriguez, Sr. Program Coordinator

**Office of First Generation Student Success** – Cory Major, Director

**Parent & Family Services** – Lindsey Bray, Sr. Coordinator

**Student Success Programs** – Melvyn Harding, Director

**Testing Center** – Trenda Smith, Director

**Upward Bound** – Ophrah Payne, Director

Grants & Diversity Programming

**Association of Public and Land-Grant Universities**
- Completion Grants

**Council for Opportunity in Education**
- Student Success Programs (Classic, STEM)
- Upward Bound

**THEC Talent, Innovation and Equity**
- MLK50 Fellows Program

**Tennessee Higher Education Commission (THEC) - Access and Diversity Scholarships**
- Memphis Advantage for Undergraduates
- First Generation Ph.D/MFA Fellowships Graduate School
- Diversity Scholarships Law School

**THEC Digital Education Initiatives for Locally Governed Institutions**
- Expanding access to digital education materials for Tennessee Students

**THEC Memphis Career Preparation Academy**
- Career Services

**African American Male Academy**
**Mission & Goals**
The mission of the **Student Success Programs** is to increase retention and graduation of students who are first-generation, low-income, or students who have a documented disability. We work to foster 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.

**Primary Services of SSP**
Assist with academic, financial, and personal skills for success in college and in everyday life.
Assist with the application process for financial aid and scholarships.
Expose participants to career exploration as well as different careers and requirements.
Assist in securing admissions and financial aid for enrollment in graduate and professional programs.

**Eligibility**
Participation in TRiO Classic or TRiO STEM programs require that you first be admitted and/or enrolled at the University of Memphis. Additionally, you must be a U.S. citizen or a permanent resident and meet at least one of the following criteria:
- **First-Generation** Student: Neither parent has a bachelor’s degree
- **Low-Income**: [View federal low income guidelines](#)
-Require special services due to a **Disability**

**Apply online** using UofM username and password or download [TRIO Student Success Programs Application](#).

**Student Success Programs**
102 Brister Hall
Phone - 901.678.2351
Fax - 901.678.0382

To request a presentation please submit a [Student Success Programs Presentation Request](#).
TRiO UPWARD BOUND
What is TRiO/TRiO Pipeline

- TRIO programs around the country offer low-income and first-generation college students the personal attention, planning and information to manage their financial constraints, strengthen their academic skills, adjust to the campus environment and set goals that lead to graduation and responsible participation in society.
- TRIO provides information, services and support that help low-income and first-generation college students — those who are the first in their family to go to college — prepare for college and reach for their academic goals.

How we help first-generation students

- TRIO's services can begin as early as seventh grade for prospective college students or help adults who seek to complete graduate studies. TRIO staff utilize four programs — Educational Talent Search, Upward Bound, Opportunity Scholars and Ronald E. McNair — to help students enter college and complete their studies with greater success.

Upward Bound Mission & Goal

- University of Memphis Upward Bound provides students with academic guidance, personal development and fundamental support to participants in their preparation for college entrance. The program provides opportunities for participants to succeed in their precollege performance and ultimately in their higher education pursuits.
- Goal: To increase the rate at which participants complete secondary education and enroll in and graduate from institutions of postsecondary education.
- Services: Academic Tutoring • Individual Academic & Guidance Counseling • Saturday Academies • Parent Workshops • College & Cultural Fieldtrips • Leadership Developments
Parent & Family Services
Division of Student Academic Success

Helping Parents and Family Members Help their Students!

The office serves as the main contact for parents and family members of our students.

Its mission is to support, inform and engage parents and families with the University of Memphis community; to advocate for family involvement in order to promote student development and student success, and to provide opportunities for parents and families to connect with the Tiger experience.

Did you know? On average, students communicate with their families 13 times a week (prior to COVID-19)

Parents are a student’s biggest influencer and they are often the first people they ask for advice

Key Programs

Parent & Family E-News • Parent & Family Weekend • Parent & Family Association • Hugs from Home • Finals Care Packages • Parent & Family Calendar • Tiger Family Resource Hub • Parent & Family Spring Day • Bringing Women Together • Summer Send-offs • Parent & Family Ambassadors

memphis.edu/umparents • 901.678.2115 • parents@memphis.edu
Nine of our 17 teams earned a perfect 1000 APR for the 2nd year in a row!

Over 2500 Zoom CAAS Mentor and Staff Appointments with students in Spring 2020

Expanded collaboration and usage of ESP Upswing Online Tutorial Services (25+ appointments after March 23, 2020)
OFFICE OF FIRST GENERATION STUDENT SUCCESS

UofM is nationally recognized for its support of first-generation college students, who represent nearly 34% of our undergraduate student body. A few of our programs and services:

**First Scholars**

**First Gen Day**

**First Tigers**

**Peer Mentoring**

**First-Gens:** Students whose parents or guardians did not complete a four-year college degree.


Learn more about our programs and services:

[www.memphis.edu/firstgen](http://www.memphis.edu/firstgen)

firstgen@memphis.edu | 500 Wilder Tower
What is First Scholars?

First Scholars empowers first generation students to make the most of their college experience and prepare for life beyond graduation. Each year we accept 20 incoming freshmen into our program to make up our new cohort class who then qualifies for an annual $5,000 scholarship.

Our Focus:

Benefits:

#1 1-on-1 Coaching
#2 Personal and Career Development Workshops
#3 Service Opportunities and Social Activities
#4 Campus Involvement and Leadership Opportunities
#5 Mentors
• 24/7 Free Online Tutoring
• How to Access:
  ➤ URL: memphis.upswing.io
  ➤ Link on MyMemphis Student Tab
• No software to download
• Single sign-on with UofM username/password
• Meet virtually with a tutor using webcam, voice, or text chat
• Synchronous and asynchronous tutoring
• Tutors from multiple UofM departments and Upswing coaches

Prepared by Jamion McNeil, Coordinator Virtual Learning
<jgmcneil@memphis.edu>
Testing out of a class might be an option for you. Check it out now and you may be graduating sooner than expected.

It is possible for students to “test out” of some classes and receive course credit at the University of Memphis. Acceptable scores must be attained by a student taking a test for course credit. We give CLEP, DANTES, and Credit by Exam tests. Inquire at the Testing Center for more information about the various tests offered.

Some of the test subjects offered include:

- American Government
- History of the US
- College Algebra
- Marketing
- Biology
- Chemistry
- Macro and Microeconomics
- Freshman English

For a complete listing visit [http://www.memphis.edu/testing/](http://www.memphis.edu/testing/)
Offering support and guidance to UofM students with a Term or Overall GPA below 2.0, techniques and ways to improve their GPA.

- Intrusive Academic Counseling
- Time Management Skills
- Personal Accountability Coaching
- Referrals to Campus Resources

CARES

- Academic Probation
- Students Returning from Academic Suspension or Probation
- Academic Warning Students with 60+ hours

Early Alerts
- Academic Success Workshop
- Academic Success Seminar (ACAD 2200)
- Biweekly Personal Accountability Counseling Sessions

We provide one-on-one:
- Intrusive Academic Counseling
- Time Management Skills
- Personal Accountability Coaching
- Referrals to Campus Resources
Academic Coaching for Excellence (ACE) is designed to improve students’ retention and success by implementing a one-on-one coaching program for students who have been placed on Academic Warning in their freshman and sophomore year.

- Academic Coaches are Graduate Assistants in Counseling and Higher Education fields with expertise in intrusive advising and counseling those reporting academic and psychosocial issues.
- Sessions focus on a) time management, b) organization, c) study strategies, d) problem solving and decision making, e) advising and major exploration, f) career exploration, and g) grit and resiliency.

Since the inception of ACE (F15)

- Total number of ACE Cohort students (5+ sessions): 1,486
- Total number of coaching sessions: ~12,000

As compared to the those not attending 5 sessions, ACE Participants (attended 5+ sessions):

- Earn higher GPAs
- Earn more credit hours
- Return to Good Standing at higher rates
- Retained at higher rates

The probability of being retained as an ACE participant is 8.6x higher than the non-participants.

The probability of being in Good Standing after the intervention term is 7.9x higher for the ACE participants than the non-participants.
The Academic Counseling Center (ACC) consists of 11 full-time advisors, plus a Director. Students are advised in the ACC for an average of 3 semesters. ACC serves as the centralized advising area for students who are:

- New freshmen (except Engineering & BFA students)
- Pre-nursing
- Undeclared majors
- Change of majors
- UM Global and LIFE
- Non-degree/transient
- Undeclared transfers

The Academic Counseling Center manages two freshmen programs which include:

**Tiger Learning Communities**
- A group of 20-25 students enrolled in the same 2-4 classes
- Made up of common, core classes
- Specifically selected instructors
- Taught at the most popular class times

**ACAD 1100 – Academic Strategies (3 credit hour Elective)**
A course designed to teach students the academic strategies needed to be successful as a college student at the University of Memphis. Students in this class learn and practically apply key strategies such as Choosing a Major/Career, Diversity Training, Time-Management, Study Strategies, Critical Thinking, Stress Management, Bystander Training and more.
Student Success Development Center
217 D Administration Bldg Ryan Crews, Coordinator

- 4 training stations & presentation screen
- Host small group training and work sessions
- Training program focus on Navigate, Navigate Student, and UMdegree

- Faculty and Staff training for all student success tech tools
- Early Intervention, Completion Grants, and other strategic retention & completion initiatives
- Streamline and coordinate student support across divisions and colleges using a data informed, best practice driven approach
Center for Writing and Communication
1st Floor McWherter Library  cwc@memphis.edu

- Provides assistance on any writing or communication at any stage of development.
- Will be fully online for fall semester, accessible via the Upswing platform.
- Uses a dialogic approach to consulting that develops the writing process rather than a mere written product.