



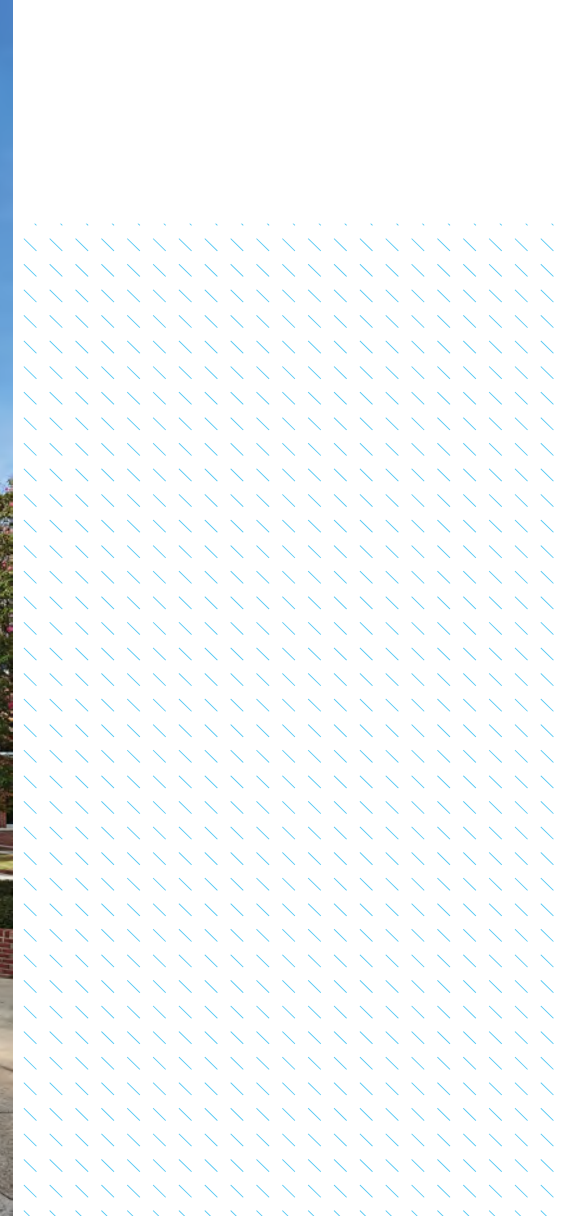
THE UNIVERSITY OF
MEMPHIS®

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

Disability Resources for Students – Tara Buchannan, Director

Educational Support Programs – Dr. Barbara Bekis, Coordinator

First Scholars/Opportunity 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

Student Success Resources and Training Center – Ryan Crews, Director

Testing Center – Trenda Smith, Director

Veterans and Military Student Services

Upward Bound – Ophrah Payne, Director

Grants

Association of Public and Land-Grant Universities

- Completion Grants

Council for Opportunity in Education

- Student Success Programs (Classic, STEM)
- Upward Bound

Access and Diversity Scholarships

- Memphis Advantage Scholarships for Undergraduates
- First Generation Ph.D./MFA Fellowships for Graduate Students
- Diversity Scholarships for Law Students

2020-2021 Access & Diversity Grant Program

- Open Educational Resources and Low Costs/No Costs Educational Support Materials

Other Initiatives

- The African American Male Academy at The University of Memphis
- Eradicating Racism and Promoting Social Justice: Co-leaders, Dr. Karen Weddle-West, Daphene McFerren, Esq, and Linda G. Hall

Student Success Development Center

217 D Administration Bldg 901.678.3528

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

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

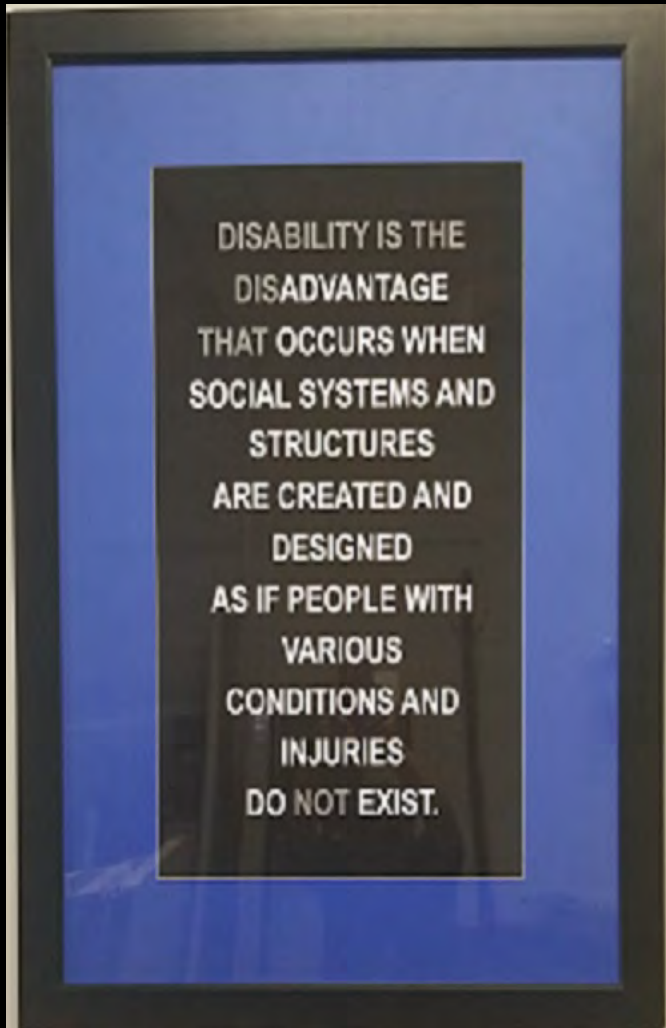
- TRiO's services can begin as early as seventh grade for prospective college students or help adults who seek to complete graduate studies. TRiO staff utilize four programs — [Educational Talent Search](#), [Upward Bound](#), [Opportunity Scholars](#) and [Ronald E. McNair](#) — to help students enter 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

Disability Resources for Students

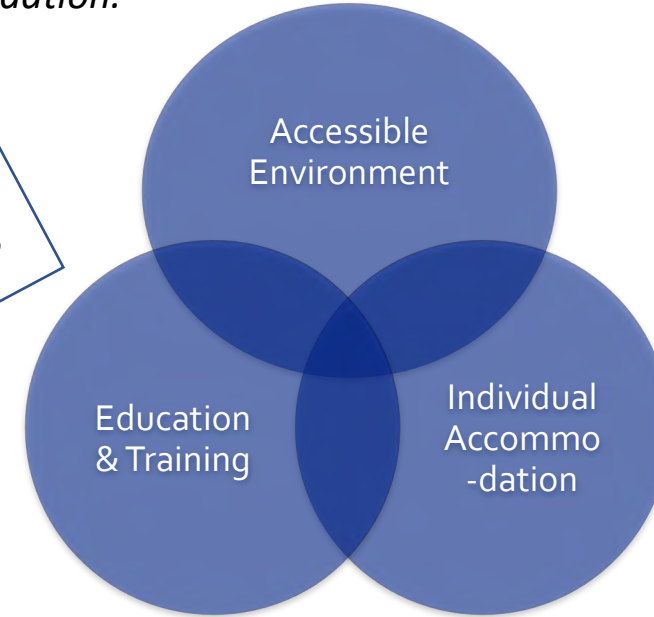
110 Wilder Tower
Phone: (901) 678-2880 Fax: (901) 678-3070
Email: drs@memphis.edu



Access & Inclusion

Mission

In accordance with the University values of diversity and inclusion, DRS collaborates with the campus community to design an inclusive and accessible environment for students with disabilities to encourage maximum engagement and interaction. We do this through innovative programming, education, consultation, and accommodation.



- **Accessible Design**
 - Consult with faculty and staff on accessible design of the physical, learning, and digital environment
- **Accommodations**
 - Meet with students to develop individual accommodation plans
 - Examples of common accommodations: extended testing time, low-stimulus environment for testing, notetaking assistance, alternative text formats (e.g., electronic, Braille, enlarged), sign language interpreters, and more
- **Educational Programs/Training**
 - Provide anti-ableism and awareness training to campus community

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



Center for Athletic Academic Services - CAAS

Memphis
ATHLETICS

SPRING 2021 REPORT CARD



3.26

DEPARTMENT
GPA

16TH

CONSECUTIVE
SEMESTER
WITH A 3.0 OR
HIGHER GPA

TOP TEAM GPAS



MEN'S
CROSS-COUNTRY
3.72



WOMEN'S
TENNIS
3.67

BREAKDOWN

301 **71%**

TIGER 3.0 CLUB HONOREES

80 **84%**

TIGER 3.0 CLUB FRESHMAN HONOREES

189 **44%**

DEAN'S LIST HONOREES (3.5)

55 **57%**

DEAN'S LIST FRESHMAN HONOREES (3.5)

SPRING 4.0 GPA

51

FRESHMAN GPA

3.45

**14 OF 17
TEAMS**

EARNED A
CUMULATIVE
GPA

**ABOVE
3.0**



70 **SPRING
GRADUATES**

19 UNIQUE MAJORS

2 SUMMA CUM LAUDE GRADS
13 MAGNA CUM LAUDE GRADS
11 CUM LAUDE GRADS

GPA RECORDS SET & ALL-TIME HIGHS

MEN'S CROSS COUNTRY • 3.72

CO-ED CHEER

2.80 Team GPA | **(19)** Tiger 3.0 Club
(15) Dean's List | **(4)** 4.0 GPA

POM

3.04 Team GPA | **(20)** Tiger 3.0 Club
(15) Dean's List | **(5)** 4.0 GPA



The mission of the Center for Athletic Academic Services (CAAS) is to promote an inclusive environment that is designed and focused on providing a welcoming atmosphere for student-athletes, staff, and the surrounding community. We champion academic success by providing enriching resources for our student-athlete's pursuit of a quality education which ultimately leads to a valued degree as a lifetime learner. CAAS commits to making conscious efforts in supporting and developing its entire student-athlete population as they recognize their value to the city of Memphis and in an ever-changing global community.

- Ten of our 17 teams earned a perfect 1000 APR, which ties an all time high!
- Football student-athletes ranked 4th nationally in graduation success rate among 2020-2021 bowl teams at 90%.
- Departmental Graduation Success Rate of 93% ranks second in AAC.
- Brady White is Memphis' and the AAC's 1st every Walter Campbell (Academic Heisman) Award Winner.



**WILLIAM V.
CAMPBELL TROPHY**

PRESENTED BY MAZDA



BRADY WHITE
MEMPHIS
2020 RECIPIENT





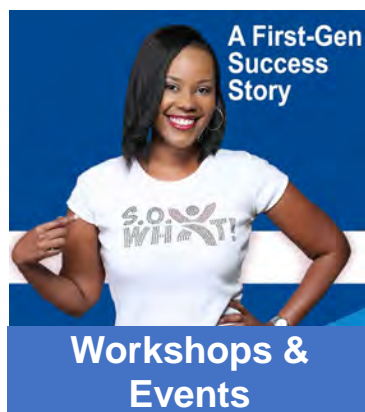
FIRST GENERATION STUDENT SUCCESS

First-Gens:

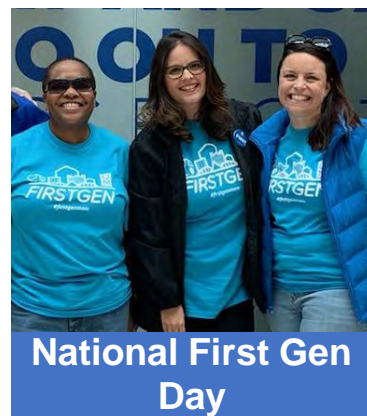
Students whose parents or guardians did not complete a four-year college degree.

It is the office's mission to make the **transitions into, through, and beyond college** as efficient as possible for first-gen students!

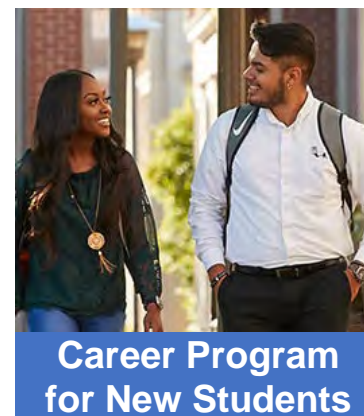
Some OFGSS Programs Include:



Workshops & Events



National First Gen Day



Career Program for New Students



Peer Leader Program

FIRST GEN

UofM is nationally recognized for its support of first-generation college students, who represent **over 1/3 (7,500+)** of our undergraduate student body.

Learn more about our programs and services:
www.memphis.edu/firstgen



FIRST SCHOLARS® PROGRAM

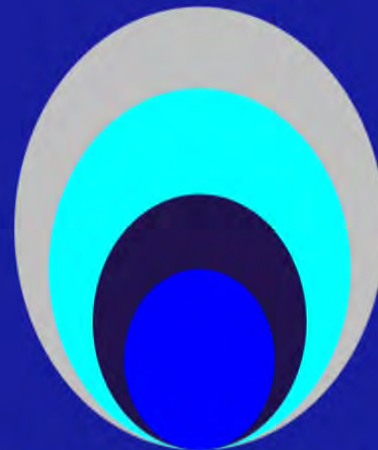
301 MITCHELL HALL/ firstscholars@memphis.edu



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:



■ First Gen ■ Self ■ Success ■ Significance

Benefits:



#1
1-on-1
Coaching



#2
Personal and
Career
Development
Workshops



#3
Service
Opportunities
and Social
Activities



#4
Campus
Involvement
and
Leadership
Opportunities

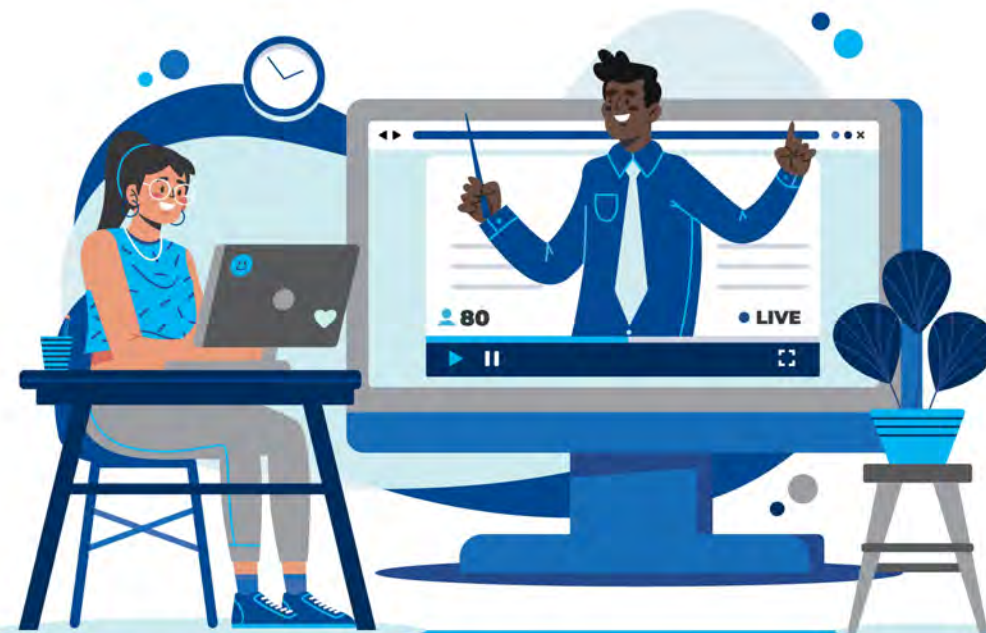


#5
Mentors

Educational Support Programs/Tutoring@ESP

Tutoring@ESP enhances student learning through engagement and involvement outside the classroom, supplements classroom instruction, and promotes student academic achievement and success to increase retention and graduation. Study with us to get BETTER in your courses.

- On ground learning centers staffed by peer educators/tutors: 217 Mitchell, 207 Mitchell, 256 FCBE, 341 Dunn, 186 Centennial Place, and 4A Wilder (Lambuth)
- Online tutoring with access to tutors from multiple departments (see right)
- Weekly workshops
- Consultations



24/7 FREE
ONLINE TUTORING

QUESTIONS?

217 Mitchell Hall
901.678.2704 | esp@memphis.edu

UofM tutors from Educational Support Programs,
Center for Writing and Communication,
Department of Math, History Educational
Resource Center and more.

memphis.upswing.io

The University of Memphis Testing Center

Brister Hall Library Basement 112

Phone: 901.678.2428

Fax: 901.678.2745

Email: proctoredtests@memphis.edu



Shorten Your Path to a Degree

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/>

Offering support and guidance to UofM students with a Term or Overall GPA below 2.0, techniques and ways to improve their GPA.

- ✓ **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



331 McWherter Library Dr. Meghan Pfeiffer, Director

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 Psychology 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): 1,839
- Total number of coaching sessions: ~ 14,100

**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.

For more details, please visit the [ACE webpage](#)

Academic Counseling Center

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.

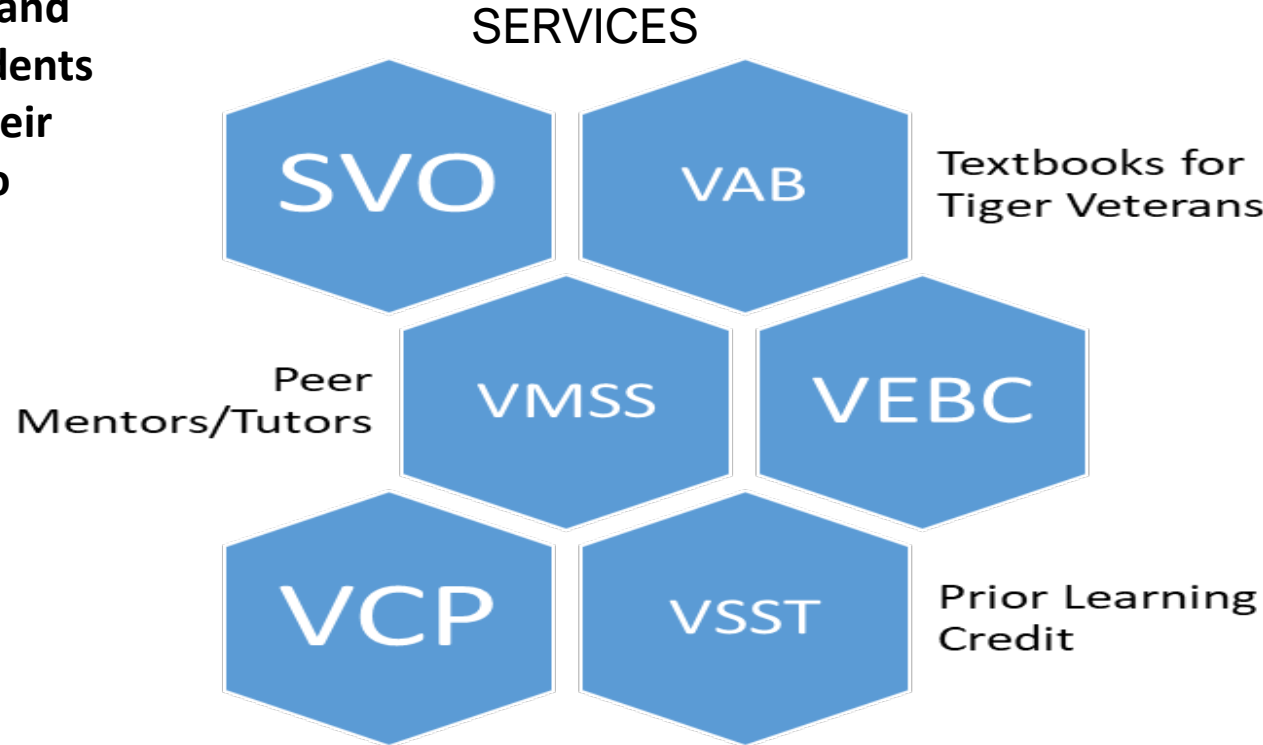
VETERANS & MILITARY STUDENT SERVICES

222 University Center

901.678.4269 veterans@memphis.edu



The Veterans & Military Student Services (VMSS) mission is to ensure our veteran and military - connected students receive full support in their transition from “boots to books”.



Legend:

VMSS=Veterans & Military Student Services

SVO=Student Veterans Organization

VAB=Veterans Advisory Board

VEBC=Veterans Education Benefits and Certification

VSST=Veterans Student Success Team,

VCP=Veterans Community Partners



Center for Writing and Communication

1st Floor McWherter Library cwc@memphis.edu



- Provides assistance on any writing or communication at any stage of development.
- Virtual and In-person sessions via the Upswing platform or Face accessible rm.
- Uses a dialogic approach to consulting that develops the writing process rather than a mere written product.

