



## Student Academic Success/ Services and Supports

Dear Campus Community,

The [departments in Student Academic Success](#) remain available to support students' educational goals via several programs and services that will continue to be provided remotely via web-conference (using Zoom), texts, phone, and email. The following is a listing of our departments and services provided.

### Academic Advising

Academic Counseling Center provides advising to all undergraduate students who are:

- undecided about their major,
- pursuing pre-Nursing as a major,
- taking pre-major courses, or
- exploring alternate majors.

Our staff continues to provide these services in a format selected by the student in need. Students should contact our office at [acc@memphis.edu](mailto:acc@memphis.edu) or (901) 678-2062 with general inquiries or connect with their respective advisor. [Information on advisors can found here](#). Students, please continue as planned with scheduled advising appointments (your advisor will reach out about preferred mode of meeting delivery).

Other students should consult with their respective faculty or staff advisor in their college. [Information on how to identify their found here](#).

### Educational Support and Tutoring

During this time of transitioning to learning in different environments, it is important students are able to access educational support for their classes. Online tutoring provided by Educational Support Programs via the Virtual Learning Center (Upswing) and is easily accessed 24/7 by going to our Upswing page, myMemphis Student tab, or on the right-hand side of your eCourseware landing page. There is a short tutorial provided to walk students through scheduling appointments. Other academic departments who host tutoring programs such as Psychology and Engineering will also have tutors available via Upswing. Please contact [esp@memphis.edu](mailto:esp@memphis.edu) with any questions [regarding the use of online tutoring for any subject](#).

### **Center for Writing and Communication**

Stay on top of those essays and papers in order to get the best grade! Writing support is available through the Center for Writing and Communication. To make an online consultation appointment, [please visit Upswing](#). Once on the Upswing page, enter "writing" into the search bar. We suggest working with CWC consultants whenever possible, though Upswing consultants are available if you cannot find a CWC consultant available at your desired appointment time. All questions or concerns can be directed to [cwc@memphis.edu](mailto:cwc@memphis.edu).

### **Center for Academic Retention and Enrichment Services (CARES)**

CARES provides counseling to students who need extra support and guidance for their academic goals. CARES Counselors are assigned by college and a list of those assigned to each college can [be found here](#). Students should contact their respective counselor. All counselors will set up appointments based on a student's preference for communication.

### **First Generation Student Programs**

Serving just over 40% of our campus population, the Office of First-Generation Student Success continues to provide programs and communicate with students virtually. The Discover Your Memphis Experience program will continue to be delivered via eCourseware with peer mentors making contact with participants remotely. Inquiries relative to serving first generation students can be directed to [firstgen@memphis.edu](mailto:firstgen@memphis.edu) or (901) 678-3011.

Students participating in programs serving first-generation students such as *First Scholars* and *Opportunity Scholars* continues to communicate with the program's coordinator and peer mentors. Details regarding departmental communications have been shared with participants. For all other inquiries please contact Jacki Rodriguez at (901) 678-6041 or email [firstscholars@memphis.edu](mailto:firstscholars@memphis.edu).

*Student Success Programs*, also serving low-income students and those with disabilities, has communicated to their participants who should contact their respect retention specialist. For general inquiries, participants should contact either [trioclassic@memphis.edu](mailto:trioclassic@memphis.edu) or [triostem@memphis.edu](mailto:triostem@memphis.edu) depending on the program in which they are participating.

Staff from *Upward Bound*, a program serving students from low-income and/or first-generation backgrounds in three area high schools, continues to be in touch with their students. Staff can be reached via the department email: [upwardbound@memphis.edu](mailto:upwardbound@memphis.edu).

### **Parent and Family Services**

Parent and Family Services department continues to communicate with families invested in their student's academic success. They will continue to provide support virtually and can be reached at [parents@memphis.edu](mailto:parents@memphis.edu) and (901) 678-2115.

### **Academic Coaching for Excellence**

Academic Coaching for Excellence is an academic coaching program for freshman and sophomore students who have been placed on academic warning (term GPA falls below 1.0 or cumulative GPA falls below a 2.0). Coaches have advanced degrees in Counseling and specialize in helping students in time management, organizational and study skills, coping, and other areas remain accessible to all students currently engaged in the program. For any questions or concerns about students in the ACE program, please contact Meghan Pfeiffer at [mpfeiffer@memphis.edu](mailto:mpfeiffer@memphis.edu) or via office (901) 678-1594 or mobile (314) 799-6841 phone. All appointments are virtual.

### **Center for Athletic Academic Services**

Student athletes receive academic support provided by the Center for Athletic Academic Services. Staff continue to be in contact with our student athletes via phone, email and video chat. For general inquiries you can contact [caas@memphis.edu](mailto:caas@memphis.edu). Students should contact the [respective staff member assigned to their sport](#).

### **Stop Out Coach**

Most of our students have participated in some form of online education, but many are just beginning the transition to fully online for at least the foreseeable future. Should students have withdrawn from their courses or are considering a late-withdrawal request, please contact our Stop-Out-Coach, Sarah Pringer at [smprnger@memphis.edu](mailto:smprnger@memphis.edu) or (573) 619-3492. She is very knowledgeable about how to help students and can assist students with plans for reinstatement now or when most appropriate for their circumstances.

### **Student Success Development Center**

The Student Success Development Center (SSDC) works to support faculty, advisors, and other UofM staff in their efforts to serve and support UofM students. With a focus on coordinating care across divisions, the SSDC actively seeks innovative solutions to the issues facing UofM students. The SSDC is available to help students make advising appointments, meet with academic coaches, and connect with other UofM staff. During this time of fully online, remote instruction, students are encouraged to download the [Navigate Student](#) mobile app in order to stay connected to UofM staff, scheduled necessary appointments, and receive personalized reminders regarding advising, registration, financial aid, and other important tasks. Contact Ryan Crews at [rccrews@memphis.edu](mailto:rccrews@memphis.edu) for any questions.

We are all in this together and are here to support you during this time. Please do contact me at [kweddle@memphis.edu](mailto:kweddle@memphis.edu) with any questions about these services.

Sincerely,

Dr. Karen Weddle-West, Ph.D.  
Vice President  
Division of Student Academic Success  
Director of Diversity Initiatives