**Student Outreach and Support (SOS)**
Arielle Fair-Brown Arielle.Brown@memphis.edu sos@memphis.edu

If a case in Navigate is already open, assign to Arielle and close using the “Referred for Dean of Students Outreach and Support Services” outcome. If you have additional details on the students situation, please fill out the SOS form at https://cm.maxient.com/reportingform.php?UnivofMemphis&layout_id=2

Crisis Resources: https://www.memphis.edu/deanofstudents/crisis/index.php

**CARES**
*Coaching for students with an academic standing of Probation or Suspension and JR/SR with an academic status of Academic Warning*
Fredrika Cowley fcowley@memphis.edu cares@memphis.edu

Helpful Hints for Academic Success: https://www.memphis.edu/cares/hints.php

**Educational Support Services (ESP)**
Dr. Barbara Bekis bbekis@memphis.edu
Jamion McNeil jgmcneil@memphis.edu
Dr. Eddie Yancey eyancey@memphis.edu

If the Low Test Scores Alert reason is not already selected for the student, assign the case to Jamion if you for tutoring or Dr. Yancey for Academic Workshops.

Learning Center Schedules: https://www.memphis.edu/esp/centers.php
Academic Workshop Schedule: https://www.memphis.edu/esp/workshops.php

**Academic Coaching for Excellence**
*Available to all FR/SO students with an academic standing of Academic Warning*
Dr. Meghan Pfeiffer mpfiffer@memphis.edu

**Counseling Center**
214 Wilder Tower
678-2068 Office
678-4357 (HELP) Counselor On Duty Urgent Crisis Services counsel@memphis.edu
https://www.memphis.edu/counseling/about/index.php

**UM Global**
Courtney Brafford cmftzgrl@memphis.edu uofmglobal@memphis.edu

If the student is in a Global program, you can assign the case directly to UM Global Student Advocate.

**Financial Aid**
Karen Smith kasmith@memphis.edu
**Enrollment Services Student Support Center**
Maggie Bowers  mbowers@memphis.edu

**Registrar’s Office**
Darla Keel  darkeel@memphis.edu

**Disability Resources for Students**
Tara Buchannan  tmbchnn@memphis.edu

**General Advising Inquiries**
freeadvice@memphis.edu