Intro to Strategic Media STRM 3200-M50 Fall 2024

Online

Dr. Jasper Fessmann

Preferred Pronouns: He/Him

Office: Meeman Journalism Building Room 330
Office hours: Monday, 9:00 AM - 12:00 PM
Wednesday, 9:00 AM - 12:00 PM

If you'd like to meet for the office hours listed, please reach out via email or text (706.399.1079) prior to dropping by so I can make sure I'm in my office. I'm also available via Zoom outside of the listed office

hours upon request.

Email: jcfssmnn@memphis.edu **Phone:** 706.399.1079 Text only.

COURSE REQUIREMENTS

Catalog description

Overview of professional advertising and public relations practices and their modern roles in society. Explores the history and evolution of advertising and public relations and the nexus of these disciplines and how they relate to overall strategic communication efforts in both agency and corporate settings. Unique aspects of public relations in government, nonprofit, entertainment, sports and other industries are examined and career opportunities in both PR and advertising are discussed.

Prerequisites

None

Textbooks, Software and Required Materials

Public Relations: Competencies and Practice (1st Edition) by Carolyn Mae Kim. (2019) Routledge. 9781315148106

M: Advertising (4th Edition) by William Arens, Michael Weigold, Christian Arens & David Schaefer. (2022) McGraw Hill. 9781351374491

Classroom Format

The course is delivered online in an asynchronous format. In other words, there is no required scheduled meeting time for this course. This can be convenient for students juggling several responsibilities, but it also means you must be organized and motivated. Students are able to work at their own pace throughout the week, however work will be due on a weekly basis and it is imperative to stay on track with the course schedule to complete all deadlines on time.

Class discussions taking place both online and in person should remain respectful and professional, and show respect to all people regardless of background, sex, race, or any other factor. Hate speech will not be tolerated in my classroom and I reserve the right to ask any student to leave if they violate this boundary.

Remember: Public relations is all about creating and maintaining mutually beneficial relationships and our classroom should be no different.

This class is meant to serve as an introduction to strategic communication fundamentals, public relations and advertising. Our classroom discussions will include the pillars of advertising and public relations as well strategies for putting together integrated campaigns and succeeding in the field. Students will upload all required assignments to Canvas, and feedback will be given to encourage student improvement. Access to a computer or an electronic device will be required. Please be sure to read the instructions for each assignment carefully, as requirements for each assignment will vary. Assignments being turned in will all need to be submitted as a .doc, .pdf or .pptx file unless otherwise noted. Reach out in class or via email if anything is unclear to you.

All correspondence regarding the class needs to be addressed to jcfssmnn@memphis.edu. Please include in any email the class designation STRM 3200 so that I know which class you are writing about. During weekdays I will usually respond to emails within 24-48 hours. If you have not received an answer after two days, please resend the email with a note that you are resending it. I will not respond on weekends but will address the concerns the following Monday.

Canvas will be used to administer the course communication, materials (e.g., PowerPoint files, additional readings, handouts, assignment guidelines, evaluation forms), and grades. For instance, an electronic file of this document is posted on canvas. Please check the site for announcements and/or threads of comments from classmates and the professor. Students will upload all required assignments to Canvas, and feedback will be given to encourage student improvement. Access to a computer or an electronic device will be required.

All individual assignments will be due Sunday nights at 11:59 p.m. central time unless otherwise noted. To allow time for response and clarification, please reach out with any assignment questions at least 48 hours prior to the deadline.

In class activities will take place during regularly scheduled class time and will not be able to be made up outside of class, regardless of the reason for missing. Students will have a few opportunities to make up any points they may miss from such in class activities through extra credit assignments.

In order to succeed in this course, it's imperative to attend class and stay engaged in all coursework. If at any point you are concerned about your grade or struggling to grasp course concepts, I encourage you to make an appointment during my office hours so we can work together to find a good solution. Remember that in order for me to help you, communication is key. Also remember that much more can be done if you reach out early on in the semester - if you wait until the middle of April, there likely isn't much we can do to turn things around.

Accessing the course website

- 1. Go to the University of Memphis Canvas home page: https://memphis.instructure.com/
- 2. Log in using your University of Memphis username and password.
- 3. In the Term Year course list available to you, click on the link for STRM 3200 to enter your course and read the instructions on the welcoming page

Course and Assignment Expectations

Course work will be accomplished every week, including readings, assignments and quizzes to check your learning and comprehension. Each assignment must be completed by its due date and time (Central Time), which may vary by assignment, so make sure to check each individual due date and time to ensure that you post by the deadline.

Quality of Work

All work in this course should follow AP Style, including proper spelling, grammar, and language. A large part of strategic media is having a polished written concept of what you are communicating. This includes all class work and presentations. Problems in these or other areas will result in the deduction of points.

I expect your work to be good and original, meaning it's yours. If you quote anything or get information from any other source, it should be fully cited. If you need help with writing and citing sources, please see me for resources.

Chat GPT / AI

You must obtain permission from the instructor before using ChatGPT or other AI tools to assist with assignments in this course. Once permission is granted, AI may only be used as directed. Assignment submissions may run through AI detection software. Unauthorized use may result in a failing grade or a request to resubmit an assignment. Be prepared to submit any prompts you used for assistance with your assignment as well as the original ChatGPT output and to be able to explain/show how you fact-checked and improved upon the AI's work.

Repetition of Courses and Coursework

Students may not use or submit work from a previous course, even if it is the same course being repeated, to fulfill requirements for assignments in another course. If students wish to substantially rework the original submission, or to work with the same general idea, that may be permissible upon discussion with and written approval from the professor of the current course. All written work will be checked for policy adherence via TurnItIn.com. All creative work will be checked for policy adherence by the professor and judged against previous submissions. The only exception to this policy is the student's online portfolio and its attendant pieces (for example, the resume and logo).

Questions about Grades

If you would like to ask about a grade, please make an appointment to meet with me outside of class time, as I will not discuss grades via email or during class.

Additionally, you are responsible for tracking your grade and meeting with me early in the semester if you are concerned about your overall grade. Meeting early and often can help both parties involved find ways to improve student-instructor understanding and quality of work.

Plagiarism policy

First offense: Redo for 50%, warning Second offense: Automatic 0, no redo Third offense: Automatic class fail

Final assignment, regardless of which offense: Automatic 0 on assignment

**Any instances of plagiarism may result in a note being added to your department file.

Late work

***Please note that the below late policy applies only to weekly assignments and projects. In class work, discussions, surveys, quizzes and exams will not be accepted late.

<24 hours late: -5% 24-48 hours late: -10% 1 Week late: -20% 2-3 Weeks late: -30%

I will not accept late work after three weeks, as at that point the work is no longer helpful to current course concepts. Waiting until the end of the semester and submitting everything at once is not an option.

If at any point you feel yourself falling behind, please reach out to me as soon as possible so we can work together to make a plan for you to get caught up. I'm happy to help each and every student catch up and not fall behind, but that help requires you to take on the responsibility of communication. If I don't know, I can't help you.

Attendance

Attendance is mandatory. You will be the most successful in this class if you attend regularly, participate in class discussions, and stay engaged with lectures and activities. I understand that life happens, so I will give you three "no questions asked" absences that will not count against you to account for sickness, car troubles, funerals, football games or any other reason — DO NOT provide me with an excuse. However, any student who misses 4 or more classes for whatever reason [except official university sanctioned excuses] will lose 50 points per missed class (4 = -50, 5 = -100 total etc.]. I may, after due warning, prohibit further attendance in the courses in such cases. You are expected to arrive promptly for class, fully prepared to discuss the assigned readings. Anyone arriving more than 10 minutes late for class will be noted as absent, and his or her class participation grade will suffer as a result. In class activities done in your absence cannot be made up.

Grading

There are 1,000 possible points in this class. At the end of the semester, your class points will be calculated and rounded up to the nearest whole number. Letter grades will be determined according to the scale below. If additional points are added or subtracted from this possible point total, students can request an updated scale.

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A+ = 967 – 1,000 points, A = 934 – 966, A- = 900 – 933 points

B+ = 867 – 899 points, B = 834 – 866 points, B- = 800 – 833 points

C+ = 767 – 799 points, C = 734 – 766 points, C- = 700 – 733 points

D = 667 – 600 points

F = 600 and fewer points
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Grading Philosophy.

A=Professional quality work that could be use with little or no modification
B=Good to excellent work and exceeds requirement, but would require revision to be used professionally

C=Satisfactory work and adequately meets requirement, but would need significant revision D=Barely satisfies minimum requirement and below average quality F=Unsatisfactory work and does not meet minimum requirements

For larger assignments, rubrics have been provided in Canvas. Use these rubrics to help guide you to success!

Individual Assignments

6x Quizzes (each 100 points = 10% final grade)
 6x Reflection Papers (each 5 points = 5% final grade)
 1x Executive Summary Assignment / Honor's Project (10%)
 100 points

Total: 1,000 points

Honors Component

If you are taking this class as an honors class, you will need to fulfill the honors project requirement in addition to the executive summary. For the honors project requirement, you will be able to choose from one of the following options:

- 1. Research paper explaining an issue or specific topic in PR; topic to be approved with instructor
- 2. Public relations, Advertising or Social Media project which goes into detail on the topic and will require research, strategic thinking and application of course concepts
- 3. Presentation covering a specific skillset in PR with actionable items on how to be successful; topic must be approved with instructor
- 4. Feature story that includes 3-5 interview sources based on what people think PR is/where the field is headed
- 5. Podcast about a specific topic in PR, can be completed with another student*
- 6. Historical backgrounder about public relations that outlines major accomplishments, changes, and key players in the field or public relations
- 7. Organization Media Audit

**Regardless of choice of requirement, specific assignments must be approved with instructor for each student at least three weeks prior to the deadline. More specific expectations and details for each option will be provided upon approval. I recommend meeting with me during office hours to flesh out the details of the honors requirement. The honors component is completely separate from any other class requirements, and a different class assignment cannot be used to fulfill the honors component.

Assignment Breakdown

More in-depth guidelines posted to Canvas.

In Class Assignments: In class activities will be completed to build on course concepts through experiential learning and discussion. Students must be present in class to complete the in class assignment.

Weekly Assignments: Various weekly assignments will be given to build on concepts we are learning each week as well as gauge your progress in the course. These assignments will vary in nature and will be presented in the forms of written assignments, Canvas discussion boards, and quizzes. All weekly assignments will be turned in or completed via Canvas.

Quizzes (6x 100 points)

There are no exams in the class. Instead, students will complete six (6) bi-weekly quizzes during this course, each worth 100 points, covering about the content of two class weeks (about half of a regular exam). The quizzes are designed to test the student's knowledge of the main ideas covered in each of the readings, handouts, guest speakers, and class discussions as specified in the syllabus. If you read the material and paid attention in class, you should do well on the quizzes There are no make-up quizzes: If you miss a quiz you will receive a grade of zero for that test. Documented exceptions for extreme circumstances will be considered and must be discussed with the instructor prior to missing the quiz if possible. Note: I will offer an additional, optional quiz at the end of the semester that is comprehensive which can be used to replace the grade of any of the other six quizzes (if higher than previously).

Reflection Papers (6x 50 points)

A reflection paper requires you to write your opinion on a topic, supporting it with your observations and personal examples. As opposed to presenting your reader the opinions of other academics and writers, in this essay you get an opportunity to write your point of view. It is YOUR opinion, and it is your job to express your thoughts in a manner that will be comprehensible and clear for all readers that will read your paper. For our class, you need to summarize and discuss the last two units/weeks and reflect on what you have learned about global strategic communications. The key here is that I want to see how the lectures have changed your perspectives on as well as showing me clearly that you paid attention.

Executive Summary Assignment (100 points)

As the name implies, an executive summery is given to very busy CEOs and other top managers. They don't want to read a long public relations plan but instead a one-page (single space) summary of the main ideas and findings. While this might at first glance sounds easier than a 5-10 pages public relations plans, it is not. It has to be extremely condensed. Details on how to do this assignment will be provided in class. Students also should examine closely the grading rubric that will be provided.

Extra Credit

The purpose of the class is to expose you to different aspects of Strategic Media. If the opportunity presents itself, I will provide extra credit assignment opportunities to the whole class. This is especially true about ethics in ADPR. The Arthur W. Page Center is strengthening the role of ethics education in communications classrooms by offering free online modules that cover a variety of ethical issues within the public relations industry: https://pagecentertraining.psu.edu/

Each module comes with a certificate of completion. You will receive 10 points of extra credit for each module that you complete and submit on canvas by the deadline.

Formatting

All assignments should be turned in as a .DOC or .PDF file unless otherwise started. If a file is submitted in a format that is not accessible to the professor, the student will have one warning to turn in the correct file within 48 hours of contact. If the file is not turned in within this time frame, faculty is not responsible for grading the assignment. The student will only receive the warning on one assignment; subsequent file issues will count towards a late grade.

When assignments ask a specific question, students are encouraged to write out the question before answering in their turned in document.

This is a basic weekly schedule for topics and major assignments over the course of the semester. Although every effort will be made to stick with this schedule, please understand that changes to the schedule may occur. All changes will be announced as soon as possible. All assignments are due on Sunday at 11:59 p.m. C.T. unless otherwise noted.

COURSE SCHEDULE

Week 1 [August 26-September 1] Welcome & Introduction to Strategic Media

Readings: Canvas. Make sure you order your advertising textbook this week as well as test your access to the public relations book.

Assignments: Read Syllabus, Semester Survey due in Canvas

Week 2 [September 2 – 8] Public Relations, PESO

Readings: Chapter 1 in PR Competencies & Practice, Lesson 1, Canvas Articles.

Assignments: Reflection Paper 1 due Sunday

Week 3 [September 9 - 15] Advertising & Marketing; The Evolving Functions of Public Relations

Readings: M Advertising: Chapter 1, Chapter 2 in PR Competencies & Practice, Lesson 2 & 3 in Canvas

Assignments: Quiz 1 due Sunday

Week 4 [September 16 - 22] The Environment and Business of Advertising; Careers in Strategic Media

Readings: M Advertising: Chapters 2 & 3, Chapter 6 in PR Competencies & Practice, Lesson 4 & 5

Assignments: Reflection Paper 2 due Sunday

Week 5 [September 23 - 29] Strategic Planning, RPIE, Strategic Research

Readings: M Advertising: Chapter 6 & 7 [Account Planning and Research], Lesson 6 & 7, Canvas Articles

Assignments: Quiz 2 due Sunday

Week 6 [September 30 – October 6] Target Audience Analysis; Campaign Evaluation

Readings: M Advertising: Chapter 4 & 5, Chapter 9 in PR Competencies & Practice, Lesson 8 & 9

Assignments: Reflection Paper 3 due Sunday

Week 7 [October 7 - 13] Implementation: Copywriting and Ad Design; Creativity

Readings: M Advertising: Chapter 8 & 9, Lesson 10 & 11

Assignments: Non

Week 8 [October 14 - 20] Writing in PR

Readings: Chapter 7 in PR Competencies & Practice, Lesson 12

Assignments: Quiz 3 due Sunday

Week 9 [October 21 - 27] Visual Communications; Social Media in Public Relations

Readings: M Advertising: Chapter 11 - 12, Chapter 12 in PR Competencies & Practice, Lesson 13 & 14

Assignments: Reflection Paper 4 due Sunday

Week 10 [October 28 – November 3] Integrated Marketing Communication (IMC) & Brand Communication; Direct-Response Communication (DRC)

Readings: M Advertising: Chapter 13 & 15, Lesson 15 & 16

Assignments: Quiz 4 due Sunday

Week 11 [November 4 - 10] Topics: Media Planning & Buying; Media Relations

Readings: M Advertising: Chapter 14, Chapter 22 in PR Competencies & Practice, Lesson 17 & 18

Assignments: Reflection Paper 5 due Sunday

Week 12 [November 11 - 17] Media Ethics; Media Law & Stewardship

Readings: Chapters 5 & 8 in PR Competencies & Practice, Lesson 19 & 20

Assignments: Quiz 5 due Sunday

Week 13 [November 18 - 24] Public Interest Communications & Non-profit PR, Crisis Management

Readings: Chapters 10 & 19 in PR Competencies & Practice, Lesson 21 & 22

Assignments: Reflection Paper 6 due Sunday

Week 13 [November 25 – December 1] Public Relations Across Cultures

Readings: Chapters 3 & 4 in PR Competencies & Practice, Lesson 23

Assignments: Quiz 6 due Tuesday December 2

Week 14 [December 2 -8] Corporate and Agency Public Relations

Readings: Chapter 21 PR Competencies & Practice, Lesson 24

Assignments: Optional – Extra Credit due

Week 15 [December 9 -15] Finals Week

Assignments: Honor's project and optional comprehensive quiz due W, Dec 11.

ASSESSMENT AND OUTCOMES

Professional Values and Competencies in STRM 3200

- Apply the principles and laws of freedom of speech and press, in a global context, and in the United States.
- Demonstrate an understanding of the multicultural history and role of professionals and institutions in shaping communications.
- Demonstrate culturally proficient communication that empowers those traditionally disenfranchised in society, especially as grounded in race, ethnicity, gender, sexual orientation and ability, domestically and globally, across communication and media contexts.
- Demonstrate an understanding of professional ethical principles and work ethically in pursuit of truth, accuracy, fairness and diversity.
- Apply critical thinking skills in conducting research and evaluating information by methods appropriate to the communications professions in which they work.

How professional values and competencies will be met

Cognitive objectives to be mastered (ability to explain, analyze, understand, think critically)

- Describe the activities of advertising—what advertising people do.
- Identify target audiences—including under-represented audiences.
- Describe and apply the advertising process—research, planning, message development, communication and evaluation.

- Identify the four-step public relations process and what activities exist within each step.
- Explain the variety of relationships between organizations, media and publics.
- Understand how new technology affects the media and communication.
- Understand what's involved in preparing for and advancing a career in public relations.
- Understand mass communication theories and their application to media professions.

Performance Standards to be met (demonstrable skills, abilities, techniques, applied competencies)

- Demonstrate understanding of class concepts by earning passing scores on exams
- Write a series of response papers to various contemporary issues in the field
- Practice intellectual exchange of ideas in class discussions concerning target audience identification, changing creative strategies and legal issues
- Identify target audiences—including under-represented audiences.
- Describe and apply the advertising process—research, planning, message development, communication and evaluation.
- Read and critically reflect on assigned readings, podcasts, videos, etc.
- Research, interpret and present findings to the class
- Analyze the impact of digital footprints on personal brands
- Produce content for class utilizing appropriate technology

How assessment of student learning will be met

Awareness

- Identify significant principles and applications in the development of advertising through quizzes and exams
- Identify the historical and theoretical foundations of public relations.
- Recognize the importance of ethics.
- Examine the need for diversity in all areas of mass communication.

Understanding

- Select audience segments for appropriate strategies within the advertising practice
- Recall the historical and theoretical foundations of public relations during class discussions,
 - exercises and on tests.
- Differentiate between ethical and unethical behavior through examination of PR ethical codes of conduct, situational exercises, and class discussions.
- Express the skills needed to excel in the public relations field.

Application

- Demonstrate within the response papers the practical use of advertising theories and methods
- Discuss course concepts with class demonstrating reflection and critical thinking
- Complete assignments sharpening understanding of public relations, such as researching a
 public relations firm and presenting findings and interpretation of agency portfolio and website;
 analyzing personal digital media usage and reporting findings, including where and how changes
 could improve personal digital brand; and/or creating personal videography for use on YouTube
- Complete several tests and exercises earning passing scores

JOURNALISM AND STRATEGIC MEDIA POLICIES

Portfolio requirement

As an undergraduate student in the Department of Journalism and Strategic Media, you are required to develop and maintain an active portfolio of your work. Portfolios begin in JRSM 3900/3905. The portfolio

should contain samples of coursework and/or professional experiences and should develop as you build skills. Portfolios will undergo a final, external review while you are enrolled in your capstone course.

You may use any type of web hosting for your portfolio, but it must have an independent and professional URL. You may use any content management system, but you are encouraged to use WordPress, Wix, or SquareSpace. It is also encouraged to purchase a URL if you plan to use the portfolio long term. You must keep the portfolio active for six months following graduation from the University of Memphis.

You should have a professional email address you plan to use throughout your professional life, via a common email service, such as Gmail.

All portfolios must contain the following items:

- Samples of work from courses and/or professional activities. (Example: Broadcasting students must include a video reel)
- A current résumé
- A personal profile
- Contact information/means of contact
- Professional social media links (minimum LinkedIn)

You may wish to include a blog, video reels, photograph galleries, presentations, design PDFs, audio files or writing pieces as examples of professional work. The professional work should ultimately be tailored to the career you seek after graduation. Your portfolio should show a unique blend of work.

Email

You must have your UofM email account activated. If you are using another provider, such as Google, you are required to have all UofM emails forwarded to that account. Go to the <u>account management website</u> for information about implementing email forwarding. You are required to check your email daily.

Electronic devices

Some classes require a tablet, laptop or a smartphone. Others do not. Instructors will set the policy for their specific classes.

AI/Chat GPT

The use of artificial intelligence software, such as Chat GPT, is prohibited in some courses and required in others in Journalism & Strategic Media. Please refer to specific guidelines for this course in the course-specific part of the syllabus.

Attendance

Class attendance is mandatory in Journalism & Strategic Media. You may be assigned a failing grade for the semester for nonattendance or habitual tardiness.

Course repetition

Majors and minors who fail to earn the minimum passing grade (C-) in a class required by your program of study in Journalism & Strategic Media after three attempts will be dropped from the program.

You may not use or submit work from a previous course, even if it is the same course being repeated, to fulfill requirements for assignments in another course. Substantially reworking the original submission, or

working with the same general idea, may be permissible upon discussion and with written approval from the professor of the current course.

Academic integrity

The University of Memphis expects all students to behave honestly and follow the policies stated in the Student Code of Rights and Responsibilities. If you need more information about the University policy on academic integrity visit the Office of Student Accountability's website.

In addition to University-wide policies, the Department of Journalism & Strategic Media considers making up quotes from sources, turning in substantially the same assignment for credit in two different courses or receiving any assistance from others for work assigned to be done on your own, as acts of cheating and punishable to the degree determined appropriate by the course instructor and department chair. Punishment may include grade reductions or seeking dismissal of the student from the University.

Further, you are expected to comply with copyright and intellectual property laws and must have sufficient permission to use any copyrighted materials used in creative projects, unless otherwise informed in cases of exercises or reproduction.

Your written work may be submitted to Turnitin.com, or a similar electronic detection method, for rating originality of your ideas and to evaluate proper use and assignment of sources. All creative work may be checked for policy adherence by the professor. The only exception to this policy is your online portfolio and its attendant pieces (for example, the résumé and logo). By taking this course, you agree that all assignments may undergo this review process. The assignment may be included as a source document in Turnitin.com's restricted access database. It is solely for the purpose of detecting plagiarism in such documents. Assignments not submitted according to the instructor's procedures may be penalized or may not be accepted at all.

Online SETEs

You are encouraged to complete the SETEs evaluation of this course. If completed, once the instructor has posted final grades, you can immediately see that grade. To access evaluation forms, log in to MyMemphis; click the "Student Pages" dropdown menu and select "My Resources" and find the SETE evaluation forms; complete an evaluation for each course listed and hit the "Submit" button at the bottom of the form. Completing the SETE will only take a few minutes. Faculty take the evaluations seriously and use them to improve courses and instructional quality. Your feedback is essential and is appreciated.

Deadlines

All deadlines are firm. Because Journalism & Strategic Media is a professional program, students are expected to understand and comply with deadlines. Students needing an extension on an assignment must receive approval from the instructor. Exceptions will be made for reasonable circumstances if the student notifies the instructor prior to the due date.

You may be permitted to make up missing work if it is for an absence because of illness or other catastrophic emergency, such as a death in the family that can be documented.

AP Style and grammar

All written work in this class must follow the AP Stylebook and accepted rules of grammar and punctuation. You are responsible for learning these rules and checking your work for errors.

Disability and accommodations

If you need an accommodation based on the impact of a disability, contact Disability Resources for Students at 901-678-2880 in 110 Wilder Tower Hall to coordinate reasonable accommodations.

Diversity and inclusivity

The Department of Journalism & Strategic Media values diversity in all its forms. Some of these forms include ability, age, appearance, ethnicity, gender identity, immigration status, language, nationality, race, religion/spirituality, sex, sexuality, socio-economic status, and other personal identities and experiences. As such, students are expected to participate in fostering an inclusive environment that respects the differences of others.

Students are expected to approach their work through a diverse lens. Creating messages that resonate with diverse audiences requires an understanding of a variety of perspectives, which are carried out through multiple platforms, such as digital and traditional media outlets.

The department seeks to foster healthy and positive classroom discussions and experiences. As such, faculty and students are expected to remain respectful and professional at all times.

Weather policy

Always check with local media, the University of Memphis website regarding inclement weather.

Student support

If you are experiencing personal or academic challenges including, but not limited to food or housing issues, family needs, or other stressors, visit the Student Outreach & Support page to learn about resources that can help: https://www.memphis.edu/deanofstudents/crisis/index.php or contact the Dean of Students Office at 901-678-2187, or in person in Suite 359 in the University Center for assistance. You may also talk with course instructors about the challenges you are experiencing. Instructors may be able to assist in connecting you with campus or community support.