

CAMPUS RESOURCES

There are times when challenges and emergency situations arise. Student Outreach & Support provides help and guidance identifying and utilizing a variety of services.

Academic Counseling Center

- 901.678.2062
- Wilder Tower 212

Counseling Center

- 901.678.2068
- Wilder Tower 214

Disability Resources for Students

- 901.678.2880
- Wilder Tower 110

Office for Institutional Equity and Title IX Coordinator

- 901.678.2713
- Administration Building 156

ADDITIONAL RESOURCES

The Athena Project

- Offers free evaluation and treatment services for women who seek help for emotional problems from domestic violence
- 901.678.3973

Crisis Resources

- memphis.edu/studentlife/crisis/index.php

The Exchange Club Family Center

- Offers comprehensive, trauma-focused intervention services for children, adults and families affected by violence
- 901.276.2200

Family Safety Center

- One location that effectively combines civil, criminal, health and social services for victims of family violence
- 901.222.4400

Memphis Area Legal Services (MALS)

- Provides legal services and support to individuals who meet federal poverty guidelines
- 901.523.8822

Police Services

- 901.678.4357 (Emergency)
- 901.678.3848 (Non-Emergency)

Psychological Services

- 901.678.2147
- Psychology Building 126

Student Health Center

- 901.678.2287
- 200 Hudson Health Center

Memphis Crisis Center

- A volunteer-powered agency that serves as a free, safe and confidential lifeline for thousands of people in the Mid-South through nonbiased, 24-hour telephone support
- 901.274.7477

Mid-South Food Bank

- 239 South Dudley, Memphis, TN 38104
- 901.527.0841

Tiger Pantry

- Confidential resource that provides non-perishable food items and is open to all students in need
- UC 359

University Financial Aid One-Stop Shop

- A resource for addressing financial strain by connecting you with one of our financial aid employees who can complete an analysis of your financial aid package
- Wilder Tower 103
- 901.678.4825



OFFICE OF STUDENT ACCOUNTABILITY, OUTREACH & SUPPORT

The University of Memphis
359 University Center
901.678.2298
sos@memphis.edu

**IN CASE OF EMERGENCY, CONTACT POLICE SERVICES
AT 901.678.4357 OR CALL 911.**



THE UNIVERSITY OF
MEMPHIS
Division of Student Affairs

The University of Memphis is an Equal Opportunity/Affirmative Action University.
It is committed to education of a non-racially identifiable student body. UOM016-FY1718

STUDENT OUTREACH & SUPPORT



THE UNIVERSITY OF
MEMPHIS
Division of Student Affairs



WHAT IS SOS?

Student Outreach & Support (SOS) is a service of the Office of Student Accountability, Outreach & Support that helps students navigate the issues they may have at the UofM. Many students face difficult times during college. Unexpected life events, personal crisis, mental health struggles or academic difficulties are all examples of challenges that can interfere with college success.

SOS uses an interdisciplinary approach, which supports students by prioritizing academic and personal success. The primary goal of SOS is to help students succeed. SOS helps students:

- *Understand* UofM policies and procedures
- *Problem-solve* within the UofM and the community
- *Access* referrals for personal matters and emergencies
- *Navigate* the process for resolving academic concerns and complaints

SOS supports but does not replace the function of academic advisors or the University Counseling Center. SOS works collaboratively to provide accurate information and to direct students to the appropriate resource(s) to resolve their concerns.

INSTRUCTOR NOTIFICATION

When students are absent due to a crisis situation or unexpected illness and **unable** to contact their instructors directly, SOS can send out notification on their behalf.

- The notification is an email message to a student's instructors. A copy is also sent to the student.
- This message indicates there is a situation (hospitalization, assault, death in the family, accident, etc.) preventing the student from contacting instructors directly and may be preventing the completion of academic responsibilities.
- This helps faculty anticipate the absence and sometimes know when to expect the student to return to class.
- This notification also serves as a reminder that students should work directly with instructors to determine how to complete any missed coursework during the absence.

GUIDELINES

- Instructor notification is NOT appropriate for non-emergency situations (e.g. care problems, planned absences, minor illnesses or a past absence).
- Instructor notification is NOT a requirement for students. If a student contacts instructors about an emergency situation directly, it is not necessary to involve the Office of Student Accountability, Outreach & Support to resolve the absence.
- Instructor notification is NOT verification that the information a student has provided is true. Documentation should be provided by a student upon request.



INFORMING

We are here to help provide accurate and timely information on University policies and procedures. Student Outreach & Support can identify the campus and community resources to achieve positive outcomes to students' concerns.

ADVISING

We are here to help provide advice about how to deal with any situation which may be causing you difficulty. Student Outreach & Support offers guidance and coaching to enhance students' capacity to succeed.

REFERRING

We are here to help provide referrals so your concern is brought to the attention of the appropriate University official. Student Outreach & Support can help you make contact with all University services.

ASSISTING

We are here to help provide direct assistance navigating difficult situations. Student Outreach & Support empowers students by focusing on the facts, teaching skills and offering encouragement. We help students understand the University's systems, explore options and make informed decisions.

NAVIGATING

We are here to help provide direction and assist in identifying the process(es) for resolving academic and co-curricular concerns and complaints. Examples include, but are not limited to: dropping a class, reporting discrimination and/or harassment, submitting a grade appeal or withdrawing from the University.