2013-14 Student Affairs Annual Report
Students Learning through Engagement and Involvement
Dear Friend of Student Affairs:

Our commitment is as strong as ever.

Student Affairs continues to provide programs, resources, and services that help our more than 22,000 students to build community, get connected, learn essential skills, and ultimately be successful at the University of Memphis. Examples you will find in this report include:

• Moving forward with exciting facility and land use plans: a new residence hall opening Fall 2015 (yes, Richardson Towers is coming down!), a new campus recreation center (Fall 2018), and a land bridge approved and moving into the design phase;

• Realizing the goal of opening a Veterans Resource Center;

• Maintaining partnerships with Academic Affairs to provide ongoing support for exploring majors and careers and helping students with services such as tutoring;

• Expanding programs such as Frosh Camp (our student-run, pre-freshman-year off-campus program which has proven to impact student retention), Fraternity/Sorority Life, and Leadership Programs that have a powerful impact on students’ feelings of connectedness; and

• Providing responsive services such as student health, counseling, and disability resources for students — each of which has served increased numbers of students served this past year.

We stand dedicated to helping students learn through engagement and involvement. Our goals remain the same: 1) retain students; 2) get them involved in cocurricular experiences; 3) provide a campus environment that is welcoming and committed to valuing ALL students; and 4) delivering high quality service to our stakeholders.

Hopefully what you find in these pages will prompt you to action. Tell others about what you read! Please advocate for student affairs when talking to alumni and other invested university partners. Contribute to one of our Division of Student Affairs scholarships or funds (see inside the back page of this report). However you decide to respond, we believe this report tells a story of which we can be proud.

Indeed, our commitment is as strong as ever.

Sincerely,

Rosie Phillips Bingham
Vice President for Student Affairs
Student Affairs Vision for Students

Student Affairs has identified our Vision for Students through the learning outcomes below. Here are some of the evidence that Student Affairs contributes to learning and development.

Engaging Others in a Diverse World

SafeZone (Counseling Center) certification attendees (n=146 students, faculty, and staff) indicated they learned new information that would be helpful as a SafeZone volunteer. "I have more knowledge and understanding of LGBT issues and concerns" averaged 4.68 (5= strongly agree).

Eighty-six participants completed the Tiger Leadership Institute Level I (Student Leadership and Involvement) evaluation. Students were asked to self-report confidence levels before and after participation in the program (1=no confidence; 5=very confident). One item assessed—"Exploring and practicing critical thinking in working with groups"—increased significantly from a 3.1 (before) to a 4.7 (after) average across participants.

Succeeding as a Professional

Students in Fall 2013 Introduction to University classes who took the career module (Career Services) reported a very high level of confidence in recognizing duties and responsibilities of their potential career. Of 736 respondents, 97% indicated at least average confidence after taking the module. 66% have above average or extensive confidence, up 3% from Fall 2012.

92% of 32 student participants at a Lambuth campus etiquette workshop (Career Services) indicated that as a result of attending the workshop, they increased knowledge of professional etiquette. Students stated that they learned to be more confident in their networking skills and appropriate table manners in a business setting.

Understanding and Managing Self

In 92% of visits (n=13,967) to a Tutoring Center (Educational Support Programs) students agreed or strongly agreed that as a result of their visit they were now better able to continue learning the course material on their own.

Disability Resources for Students used the Goal Attainment Scale rubric (GAS) to measure the extent to which students accomplished semester goals. The GAS requires students and their counselor to describe the student’s current behavior compared to the student’s goal behavior to measure progress by the end of the semester. Fifty two students set at least one semester goal in Fall 2013 and 39 students set at least one semester goal in Spring 2014. 82% of students made progress on their goal.

Student Health Services conducts an annual patient survey each March. One of the questions focuses on students’ self-efficacy to manage their symptoms/illness. Of 94 students who completed the survey, 96% indicated that as a result of coming to Student Health, they were now capable of effectively managing their present illness.
Increase student retention and timely graduation

Program Retention and Graduation Rates
Fall 2012–2013

<table>
<thead>
<tr>
<th>Program Description</th>
<th>Retention Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012 Cohort of U of M First-Year Students Returning in Fall 2013 (n=2180)</td>
<td>77%</td>
</tr>
<tr>
<td>of 2012 Cohort of U of M First-Year Students living in Memphis campus Residence Halls (n=1056) returned to campus in Fall 2013</td>
<td>80%</td>
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<tr>
<td>of 2012 Cohort of U of M First-Year Students in Living Learning Communities (n=385) returned in Fall 2013</td>
<td>86%</td>
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<tr>
<td>of the First-Year Emerging Leader cohort in 12-13 (n=53) returned in Fall 2013</td>
<td>89%</td>
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<tr>
<td>of students who used Adult and Commuter Student Services at least one time (n=517) in Fall 2012 returned in or graduated by Fall 2013.</td>
<td>85%</td>
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<tr>
<td>of Black Scholars Inductees from 2010-2013 (n=491) returned in or graduated prior to Fall 2013</td>
<td>91%</td>
</tr>
<tr>
<td>of students who participated in fraternity/sorority life in 12-13 (n=1152) returned in or graduated prior to Fall 2013.</td>
<td>92%</td>
</tr>
<tr>
<td>of students who used the Campus Recreational Center at least once during Fall 2012 and Spring 2013 (n=8,953) returned in or graduated by Fall 2013.</td>
<td>82%</td>
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<tr>
<td>of first-year students who attended Frosh Camp 2012 (n=711) returned in Fall 2013</td>
<td>84%</td>
</tr>
<tr>
<td>of 323 students participating in TRiO programs during 12-13 returned in or graduated prior to Fall 2013.</td>
<td>87%</td>
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</tbody>
</table>

Student Affairs recognizes our responsibility to retain students and help them accomplish their academic and personal goals!

The chart to the left lists some of our programs and the retention and graduation of students in these programs.
Participants in the 2012-2013 **Student Success Programs** STEM cohort (n=109) had an overall GPA of 2.97 and an 83% retention rate. A randomly assigned comparison group of 69 students with similar demographics (first-generation and/or Pell-grant, in a STEM major) had an overall GPA of 2.82 and were retained at 79%.

91% of the 97 Fall 2013 new members that responded to a survey about the fraternity/sorority experience (**Student Leadership and Involvement**) reported that their affiliation would likely positively influence their decision to return to campus in Fall 2014.

525 students receiving Early Interventions in Fall 2012 studied at **Educational Support Programs**. The Fall 12 to Fall 13 retention rate for this high-risk population was 79%.

133 students responded to a **Student Health Services** survey. Students were asked if “as a result of visiting Student Health Services you will be better able to succeed as a student at the University of Memphis.” 91% agreed (65% strongly) with this statement.

**First Scholars**, a national program for first-generation students sponsored in part by the Suder Foundation and active on only four other campuses, has influenced the retention of its students: Fall 2012 participants, our first cohort, were retained at 100% to Fall 2013. Participants had a 3.19 GPA compared to a 2.93 for a randomly assigned comparison group of other first-generation students.

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**STUDENT TESTIMONY**

**Emily Vallor**

*Carson Scholar*

*Sophomore Business major from Collierville, TN*

Being able to share my love for the University during New Student Orientation as an Orientation Guide and at Camp NaCoMe as a Frosh Camp Counselor really opened my eyes to the amazing and diverse people that are here at Memphis, people I wouldn’t have normally met. I knew I loved the University from day one but the programs and organizations that I became a a part of made that tiger pride run even deeper! I will be a more successful Tiger because of my involvement in campus life!

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**DONOR TESTIMONY**

**Travis Green**

*U of M Staff Member in Government Relations*

I give to express thanks to the veterans enrolled at the University of Memphis. For the first time in the university’s history, thanks to President Rudd, we have a Veterans Resource Center dedicated to the retention, graduation, and support of our student veterans. I believe we all owe a debt of gratitude to those who have served in the armed forces and this is my opportunity to express my support.
Strengthen student connection to the University community

Pictured at the President’s Leadership Recognition Awards: M. David Rudd, President; Donald K. Carson, former Vice President for Student Affairs; student Adam Casey receiving the prestigious Carson Circle Award; and Rosie Phillips Bingham, Vice President for Student Affairs.

LUNCH WITH A LEADER

Nurturing Relationships Between Students and the Memphis Community

FALL 13 SPEAKERS

DONNA ABNEY
Executive Vice President, Methodist Healthcare

GORDON MCINTYRE
President, Williams Equipment

JENNIFER ZIEGENHORN
Office Managing Partner, Husch Blackwell

BEN ADAMS
Chairman and Chief Executive Officer, Baker Donelson

SPRING 14 SPEAKERS

MIKE WOMACK
Senior Vice President of HR Customer Satisfaction, Autozone

NANCY WILLIAMS
Former Executive Director, Child Advocacy Center

AMY WEIRICH
District Attorney, Shelby County

EDITH KELLY GREEN
Franchise Owner, Lenny’s Sub Shops

and the Female Focused Lunch with a Leader with over 10 speakers.

Fall 2013 Emerging Leaders Living and Learning Community — 3.67 cumulative GPA (50 students); all Emerging Leaders cohorts (Fall 10, 11, 12 and 13) had at least a 3.4 cumulative GPA for Spring 2014.

175 students, including 80 from local high schools, participated in the LEAD Conference. Carnival Memphis and The Jefferson Awards for Public Service were partners for the 2013 conference. 92% of attendees agreed or strongly agreed that My leadership knowledge has increased as a result of attending the LEAD Conference, and 97% responded similarly that I learned more about myself because of my participation today and I believe the LEAD Conference was a valuable program to attend.
34 students attended **LeaderShape** (60% first-year or sophomore student). An important part of the program focuses on increased confidence to demonstrate leadership. Self-reported confidence levels before and after participation increased at or above 1.25 (on a four-point scale) in 13 of 16 assessment items. Consistent with previous years, measures connected to students’ ability to “Commit to Action” increased the most with 25% of students reporting gains of 2 or more points.

**STUDENT TESTIMONY**

Joel Jassu  
Carson Scholar  
Junior Architecture major from Uganda

**LeaderShape** was a phenomenal experience that connected me to the campus and to other students with common goals. For example, I have connected with students who share a commitment to helping children have access to quality education. LeaderShape also helped me strengthen skills to influence my student organizations. As a result, I was able to represent the American Institute of Architecture Students at a national conference recently using skills from LeaderShape to connect with diverse students from around the world.

**Partner/Donor Spotlight**

**Sedgwick Claims Management Services, Inc.** is a leading global provider of technology-enabled claims and productivity management solutions, headquartered in Memphis. While managing millions of claims a year for some of the largest corporations in the country, Sedgwick is growing its commitment to the local, non-profit community. In January 2014, Sedgwick and the University of Memphis launched a partnership through Sedgwick’s sponsorship of the LEAD Program’s Professional Connections luncheon series. Sedgwick colleagues have participated in the informal, mid-day mentoring sessions with students. Keynote speakers from Sedgwick have shared their experiences in career preparation, leadership development, and networking. Our best and brightest students have benefited from the “lessons learned” shared by senior Sedgwick executives, as well as the advice shared by rising leaders in the career development-focused conversations around the table.
Cultivate a respectful and intellectually stimulating campus environment

We opened the first campus Veterans Resource Center in January 2014. Additionally, the Student Veteran's Organization was accepted as a member of the Student Veterans of America (SVA) national organization.

Counseling Services reports that 1,167 unique students completed the Counseling Center Assessment of Psychological Symptoms (CCAPS). Comparing the University of Memphis to national averages, after using our services clients experienced 7% less academic stress, 5% less overall distress, and 25% less substance (Alcohol/Drug) use difficulties.

Residence Life hosted 850 programs for students with 5,466 attendees overall. Using the Personal/Academic/Community (PAC) Development Model, these programs focused on topics such as health and safety, civility, and career skills.

Student Health Services reports 8,051 medical visits, 10,852 immunization documents processed, and 3,951 laboratory tests performed in 2013-2014.

STUDENT TESTIMONY

Kait Redick
Junior Business major from Eads, TN

Disability Resources for Students was the first place where I felt like I was being listened to and taught about my disability, rather than solely being treated for it. Through academic coaching meetings, tutoring sessions, and guidance visits, DRS has helped me become more confident in reaching for my goals. Because of continued support I receive from DRS, I am proud to say that I am a student leader with a disability.
Counseling Services continues to focus on helping students reduce stress. Our Relaxation Zone had 648 student visits during the 2013-2014 academic year. Students averaged a 6.5 level of stress on a scale from 1 (low) -10 (high) when beginning to use the center. Asking them to report on levels of stress after use, students’ average level went down to a 3.9.

Residence Life conducts the Educational Benchmarking (EBI) report every other year. The latest administration (spring 2013, n=808) indicated 83% of students report that living on campus has helped them meet other people, 85% live cooperatively with others, and 83% improve their interpersonal relationships. These results are almost 9% better than the average of the 250 other international Institutions who participate in EBI.

The Alternative Spring Break program (Student Leadership and Involvement) hosted another Alternative Spring Break program that focused on community service in three neighboring states. 17 students participated and 580 hours of service were conducted for after-school programs, senior centers, housing efforts, and a food bank. Additionally, Alternative Spring Break Staycation saw 7 students and one staff member serve the Memphis community through 153 hours with Knowledge Quest, Shelby Farms, St. John’s Soup Kitchen, Door of Hope, Promise Development Corporation, and Habitat for Humanity.

Lonnie Latham, our beloved Associate Dean for Multicultural Affairs, retired after 30 years of service to the University. Under Lonnie’s leadership, Multicultural Affairs broadened its scope to focus on all cultures, including most recently a focus on international students and our LGBT community. Thousands upon thousands of students have been impacted by Lonnie’s work with groups such as E.M.O.C. , Black Scholars, the F.R.E.S.H mentoring program, and annual Black History Month events, which incorporate not only our campus but our Memphis community members. In addition, he was one the driving forces in the chartering of the first Latin sorority on our campus, Lambda Theta Alpha. Lonnie was instrumental in helping to recognize the Memphis State Eight, the first African American students enrolled at the University of Memphis, with a historical marker that stands by our administration building.

Donor Spotlight
Delta Sigma Theta Sorority Inc., Epsilon Kappa Chapter

In 2013, the Epsilon Kappa Chapter of the Delta Sigma Theta Sorority celebrated its 50th anniversary. The first chartered African-American Greek-letter organization at the University of Memphis chose to commemorate this milestone with a legacy gift to the university’s Office of Multicultural Affairs. More than 60 sorors have already made commitments toward the five-figure pledge, which created an endowment for student enrichment programs in Multicultural Affairs. The sorority’s generosity was recognized in November 2013 with the dedication of the Epsilon Kappa Lounge, room 201 in the University Center.
Create a service-oriented campus culture in all units

The Recreation Facility Assessment & Program Development Study has been concluded. The final report from this study provided a clear vision of the future of **Campus Recreation and Intramural Services**. SGA unanimously approved a student fee to support the construction of a new facility. The building is tentatively planned for a Fall 2018 opening.

1693 students and over 200 employers participated in the 2013-2014 **Career Services** fairs.

The American Psychological Association site visit was completed in November 2013. The **Counseling Center**’s APA Internship Program was given 7 years reaccreditation which is the longest period granted by APA.

**Conference and Event Services** surpassed their sales goal and generated $1.8 million in revenue; this included just over $800,000 from Summer Conference Housing. Funds support the operations of the department as well as other student affairs initiatives.

**Parent and Family Programs** conducts an annual satisfaction survey. 89% of 235 respondents agreed that the University of Memphis includes parents in the University Community and cares about them.

Testing **(Counseling Center)** administered over 12,000 examinations (up over 300%) , generating $72,000 (up 250%) in revenue.

The state has awarded a contract for a new $53 million residence hall **(Residence Life)** that will replace the 40-year-old Richardson Towers when it opens in 2015. Richardson Tower North is housing residents for the 14-15 academic year while South closed at the end of the Spring 2014 semester. The new Centennial Place residence hall is scheduled to open Fall of 2015 and can house up to 800 students. The residence hall design meets Tennessee Sustainable Design Guidelines, helping reduce its long term environmental impact.
Now that you have read a few of our stories, please visit www.memphis.edu/studentaffairs/annualreports.htm to read even more. Also, please contribute to student affairs in order to support student retention and graduation. When students participate in programs and services such as those described herein, they are more likely to stay in school and complete a degree. Your dollars help us grow the programs and reach more students.

Your gift can help support programs that foster student learning through engagement and involvement. Your tax deductible contributions can underwrite scholarships and programs that make a difference to our diverse student body in the areas of career services, student counseling, leadership training, multicultural programs, fraternity and sorority life, health and fitness initiatives, adult and commuter student programs, disability services, veterans, parent programs and much, much more.

We ask that you aid our mission to engage, involve, educate and graduate U of M students by making a gift in support of Student Affairs programs today.

**Giving Online**

Visit www.memphis.edu/sagive, click “Make a gift,” and designate your gift to the area(s) of your choice via our online giving form.

**Giving by Check**

Make check payable to the U of M Foundation, noting the preferred designation(s), and mail to:

**Dept. 238**

**U of M Foundation**

**P.O. Box 1000**

**Memphis, TN 38148-0001**

Or personally deliver your check to the Alumni Center at 635 Normal Street. Office hours are Monday–Friday, 8 a.m. to 4:30 p.m.

Thank you for your support.

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### Student Affairs Scholarships and Funds

- Adult Student Association Enrichment Fund
- Allen J Hammond Memorial Scholarship
- Author S Holmon Scholarship (Multicultural Affairs)
- Donald K Carson Leadership Scholarship
- First Scholars Fund
- Multicultural Affairs Department Fund
- Parent Fund
- Veterans Resource Center
- Student Affairs Leadership Fund (including Leadershape)
- William P Roberts Memorial Fund (Disability Resources)