LEADERSHIP AND PROFESSIONAL COMPETENCIES ASSESSMENT GUIDE

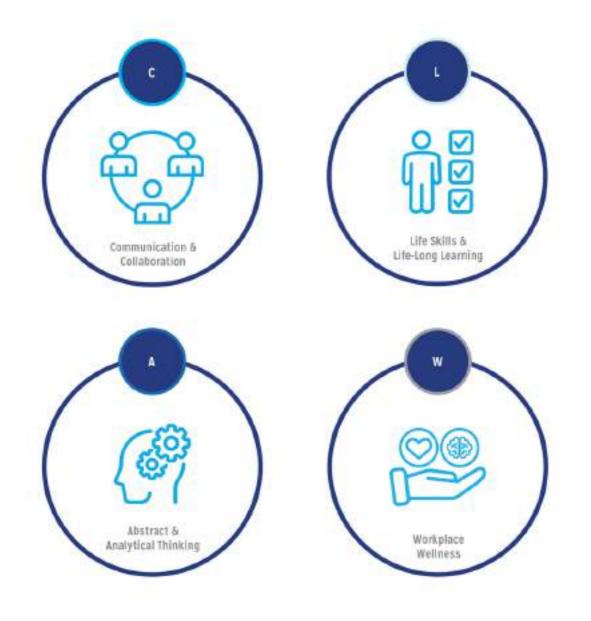




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Purpose

The purpose of this assessment guide is to provide a resource for University of Memphis faculty, staff, and student leaders to measure the success of their co-curricular programming. It includes open-ended questions and Likert scale statements that can be used for post-event feedback, either on TigerZone, Qualtrics, or another platform. **Please consider the contents of this guide when categorizing your events on TigerZone.**

For more information on using this guide and how best to implement the Leadership and Professional Competencies into your campus co-curricular programming, please email <u>studentinvolvement@memphis.edu</u>.

Why Reflect?

The importance of reflecting on concrete co-curricular activities cannot be overstated. It is essential for personal and professional development while you are a college student.

Self-Awareness	Reflecting on co-curricular experiences allows you to gain a deeper understanding of your strengths, weaknesses, values, and interests. It helps you develop self-awareness by identifying your passions and areas for improvement. This knowledge is crucial for making informed decisions about future academic and career paths.
Skill Development	Co-curricular activities provide opportunities to develop a wide range of skills beyond the classroom. By reflecting on these experiences, you can identify the specific skills you have acquired or enhanced, such as leadership, teamwork, communication, problem- solving, and time management. Recognizing your skill development enables you to articulate these abilities to potential employers or graduate schools.
Networking and Connections	Reflecting on co-curricular experiences allows you to recognize the relationships and connections you have built with peers, mentors, faculty, and professionals in your field of interest. These connections can be valuable resources for future collaborations, internships, job opportunities, or references. Reflecting on these relationships helps you understand the importance of networking and cultivating professional connections.
Personal Growth	Co-curricular activities often challenge you to step out of your comfort zone, face new situations, and take on leadership roles. Reflecting on these experiences helps you recognize your personal growth, resilience, and adaptability. You can gain confidence in your abilities and become a more self-assured individual.
Transferable Skills	Co-curricular experiences often provide opportunities to develop transferable skills that can be applied in various domains. Reflecting on these experiences helps you connect the skills you have acquired to different contexts, such as academics, future careers, and personal life. This recognition of transferable skills enhances your versatility and adaptability in a rapidly changing world.
Goal Setting	Reflection allows you to set meaningful goals for your future co- curricular involvement. By understanding your past experiences and their impact, you can set realistic and specific goals that align with your interests and aspirations. Goal setting based on reflection helps you make intentional choices about your involvement and maximize the benefits of your co-curricular experiences.

Leadership & Professional Competency Outcomes



Students will exchange information and build strategies to work toward common goals while valuing diverse perspectives.



Students will continually learn through personal and professional development.



Students will objectively and comprehensively analyze all relevant information related to an issue prior to rendering a decision or judgment.



Students will understand the importance of physical, social, and mental wellness in living a well-balanced work life.

Sample Behaviors and Examples by Competency



Sample Behaviors	Examples	
Demonstrate professional, verbal, written, and non-verbal abilities when communicating	 Attend workshops that teach professional communication skills Practice public speaking and presentation skills through presentations and speeches in co-curricular activities Attend career fairs and practice networking with professionals in your field of study Practice active listening and engaging in non-verbal communication such as maintaining eye contact, using appropriate gestures, and avoiding distracting mannerisms 	
Share information in a clear, organized, and concise manner with respect to diversity	 Learn about different communication styles and cultural differences and adjust your communication style accordingly Practice presenting information in a way that is easy to understand and accessible to all audiences Be mindful of diverse backgrounds and experiences and avoid assumptions or stereotyping Use inclusive language and avoid using language that is derogatory or offensive 	
Listen carefully, ask questions, and seek help when needed	 Practice active listening skills, such as paying attention to nonverbal cues, summarizing the information presented, and asking clarifying questions Attend office hours or speak to professors and advisors outside of class to ask questions or seek clarification Collaborate with peers and ask for feedback on their communication skills Be open to constructive criticism and suggestions for improvement 	
Manage different opinions appropriately	 Practice active listening skills and try to understand other people's perspectives Avoid interrupting or dismissing someone's opinion Use respectful language and tone, even when disagreeing Find common ground and work to build consensus, if possible 	
Be accountable and reliable	 Meet deadlines and follow through on commitments Communicate clearly if they are unable to fulfill a commitment or if there is a delay Take responsibility for mistakes or miscommunications and work to resolve them Demonstrate honesty and integrity in all interactions 	
Be positive, adaptable, and flexible	 Embrace change and be open to new experiences Learn from failures and use them as an opportunity for growth Remain positive and maintain a can-do attitude Be willing to adjust your plans and strategies to accommodate unexpected circumstances 	



Sample Behaviors	Examples
Navigate change and be open to learning new technologies and policies	 Attend workshops or training sessions offered by the university or professional organizations to learn new technologies or policies Take on leadership roles in co-curricular activities or clubs to gain experience in navigating change and adapting to new situations Seek feedback from peers, professors, and/or advisors to identify areas for improvement Look for internships or part-time jobs in fields that use new or emerging technologies
Seek education and training to support one's growth and development	 Attend conferences and seminars related to your field of study Take courses or attend workshops that focus on areas you wish to develop or improve Join relevant professional organizations to gain access to resources and opportunities for growth Ask professors or mentors for guidance and recommendations on resources and training opportunities
Establish, maintain, and/or leverage relationships	 Attend networking events and connect with professionals in your field of study Join relevant clubs or organizations to meet peers with similar interests or goals Utilize social media platforms like LinkedIn to connect with professionals and peers Maintain professional relationships through regular communication and follow-up
Seek opportunities to build leadership skills and confidence	 Take on leadership roles in clubs or organizations Attend leadership workshops and seminars Volunteer for leadership positions in community organizations or service projects Seek out mentorship or coaching from professionals in your field of study
Respect yourself and others	 Practice self-care and prioritize mental and physical health Demonstrate respect for diversity and cultural differences Use appropriate language and avoid offensive or derogatory language Treat others with kindness and empathy
Act in the interest of the larger community and workplace	 Participate in community service projects or volunteer work Take on leadership roles in community organizations Be an active member of the workplace or university community Collaborate with peers and colleagues to solve problems and improve outcomes for the larger group



Sample Behaviors	Examples	
Clearly define the problem	 Practice asking critical questions to fully understand the problem Gather information and input from multiple sources to identify key issues Use critical thinking skills to analyze the problem and identify the root cause Collaborate with peers, professors, and/or advisors to gain different perspectives and insights 	
Define necessary steps to comprehensively address an issue	 Break down the problem into manageable steps Identify the resources needed to address the problem effectively Create a timeline and prioritize tasks to ensure effective implementation Consider potential roadblocks and develop contingency plans 	
Collect appropriate data from a diverse set of sources	 Conduct research and gather data from a variety of sources Evaluate the credibility and reliability of the sources Analyze the data to identify trends and patterns Ensure that the data collected is relevant to the problem being addressed 	
Make decisions with consideration of possible personal biases	 Recognize personal biases and how they may impact decision-making Seek input and feedback from others to gain diverse perspectives Analyze the available data objectively Use critical thinking skills to make well-informed decisions 	
Communicate outcomes rationally, recognizing diverse perspectives of all involved	 Present findings and outcomes in a clear and concise manner Use data and evidence to support conclusions Acknowledge the diverse perspectives of those involved Use respectful language and tone when communicating outcomes 	
Develop creative solutions to complex problems	 Use brainstorming techniques to generate new ideas Encourage diverse perspectives and ideas from all involved Evaluate potential solutions based on their feasibility and effectiveness Be open to trying new approaches and solutions 	



Sample Behaviors	Examples
Develop coping mechanisms to manage stress	 Practice relaxation techniques such as meditation, deep breathing, or yoga Exercise regularly to reduce stress and improve mental health Seek support from friends, family, or counseling services when needed Practice time-management techniques to reduce stress and improve productivity
Maintain respectful, social, and professional boundaries in interactions with colleagues	 Set clear boundaries and expectations for interactions with colleagues Practice active listening and empathy in all interactions Respect the privacy and personal space of colleagues Avoid engaging in gossip or inappropriate conversations
Develop and cultivate healthy eating and sleeping habits	 Maintain a consistent sleep schedule and practice good sleep hygiene Eat a balanced diet that includes plenty of fruits, vegetables, and whole grains Avoid processed or high-sugar foods that can impact energy levels Stay hydrated by drinking plenty of water throughout the day
Maintain a healthy work-life balance	 Schedule time for hobbies, social activities, and self-care Practice effective time-management techniques to ensure that work does not interfere with personal time Set boundaries and communicate expectations with colleagues and supervisors
Identify and promote personal strengths	 Take personality tests or self-assessments to identify personal strengths Seek feedback from colleagues, mentors, or professors to identify areas of excellence Use personal strengths to guide career or academic decisions Develop skills and techniques to leverage personal strengths in various situations
Understand and demonstrate excellent work ethic and effective work habits	 Arrive on time and meet deadlines consistently Show initiative and take responsibility for tasks and projects Demonstrate professionalism and respect for colleagues and supervisors Practice effective communication skills
Manage time efficiently and effectively	 Prioritize tasks and develop a schedule or to-do list Avoid multitasking and stay focused on one task at a time Break larger tasks into smaller, more manageable steps Use technology or apps to stay organized and on track
Be present and prepared to engage in evolving needs	 Stay informed about current events and trends in your field of study Attend professional development workshops and conferences to learn about new developments Be open to learning new skills and adapting to changing situations Stay organized and prepared to respond to evolving needs

Open-Ended Event Feedback Questions by Competency

Communication & Collaboration

- How did you engage with fellow attendees and organizers in a professional and respectful manner during the event?
- Describe how you actively participated in discussions and used effective verbal communication to express your thoughts and ideas.
- How did you ensure that your interactions and discussions during the event were inclusive and respectful of diverse perspectives?
- How well did you listen to speakers and other participants during the event? Did you engage in meaningful discussions? Describe.
- Did you ask insightful questions to gain a deeper understanding or clarification of the topics discussed? Describe.
- Were there instances during the event where you encountered differing opinions? How did you respond?
- How did you demonstrate respect for differing opinions while expressing your own thoughts in a diplomatic manner? Describe.
- Did you follow through in any post-event tasks or obligations promptly and reliably? What were the tasks?
- Were there any moments where you had to adapt or be flexible in your approach to fully engage with the event's activities? Describe.
- Did you demonstrate a willingness to embrace new experiences and adjust your plans accordingly during the event?

Life Skills & Lifelong Learning

- How did this event challenge your ability to adapt to new situations or changes in the campus environment?
- Were there any technological aspects or policy updates discussed during the event that you found particularly relevant or unfamiliar? Describe.
- What steps can you take to further enhance your openness to learning and embracing new technologies and policies?
- Did the event provide valuable educational opportunities that align with your personal and academic goals? Describe.
- Were there any specific skills or knowledge areas highlighted during the event that you would like to develop further through additional training or workshops? Describe.
- How can you incorporate the insights from this event into your long-term growth and development plan?
- Did you have the opportunity to connect with new individuals during the event? How did you approach initiating and maintaining these relationships?
- Were there any networking opportunities that you utilized to expand your circle of contacts? Describe.
- How can you leverage the relationships formed during this event to support your academic or career aspirations?
- Did you take on any leadership roles or responsibilities during the event? How did you handle them? Describe.
- What specific leadership skills or areas of confidence did you identify during the event that you would like to further develop?
- How did you demonstrate respect for yourself and others during the event, both in your words and actions? Describe.
- How can you continue to promote a culture of respect in future events and interactions on campus? Describe.
- How did the event emphasize the importance of community and workplace involvement and contribution?
- What steps can you take to translate the lessons learned from the event into meaningful actions that benefit the larger community or workplace? Describe.

Abstract & Analytical Thinking

- How well did you understand the core issue or problem discussed during the event? Describe.
- Can you articulate the problem in a clear and concise manner now that the event is over? Describe.
- Did the event provide valuable insights into the process of problem-solving that can be applied to other situations? Describe.
- How did the event emphasize the importance of gathering information from diverse sources to gain a comprehensive understanding of a problem?
- What steps can you take in the future to ensure you collect data from a more diverse range of sources? Describe.
- How did the event raise awareness about the influence of personal biases on decision-making? Describe.
- Were there any instances during the event where you noticed your own biases affecting your judgment? How did you address them?
- What strategies can you implement to minimize the impact of personal biases on your decision-making process in the future? Describe.
- Were there any challenges in presenting the outcomes rationally and respectfully to individuals with different viewpoints? Describe.
- What improvements can you make to your communication style to ensure it accommodates diverse perspectives more effectively?
- Did the event provide examples of creative problem-solving techniques or approaches? Describe.
- What additional methods or practices can you explore to further enhance your ability to develop innovative solutions to complex problems? Describe.

Workplace Wellness

- How did this event address the importance of managing stress and developing coping mechanisms? Describe.
- Were there specific strategies or techniques discussed that you can apply to handle stress more effectively? Describe.
- How did you ensure that your interactions with fellow attendees and colleagues during the event were respectful and professional?
- Were there any moments where you felt challenged to maintain appropriate boundaries? How did you handle those situations?
- Did the event emphasize the importance of maintaining a healthy diet and sleep routine? Describe.
- What specific tips or suggestions did you gather from the event to promote better eating and sleeping habits?
- How can you incorporate any healthy habits discussed during the event into your college routine to support your physical and mental well-being?
- How did the event address the concept of work-life balance and its importance in achieving overall success? Describe.
- As it pertains to the event, what changes can you make to your daily or weekly schedule to ensure a healthier balance between academic/work commitments and personal life?
- Did the event provide opportunities to identify and showcase your personal strengths or unique abilities? Describe.
- How did you leverage your strengths during the event to contribute positively to discussions or activities?
- How did the event highlight the significance of a strong work ethic and effective work habits? Describe.
- Were there any specific work ethic traits or habits that resonated with you? How can you integrate them into your academic and professional pursuits?
- Were there any time management techniques or strategies discussed that you can adopt to improve your productivity? Describe.
- How did you ensure that you remained present and engaged during the event, despite any distractions or challenges? Describe.
- How can you apply the concept of being present and prepared to engage in other areas of your college experience to maximize your learning and growth? Describe.

Likert Scale Event Feedback Statements

Knowledge Statements

(Did not increase, Slightly increased, Moderately increased, Greatly increased)

Communication & Collaboration

- My understanding of how to demonstrate professional verbal, written, and non-verbal abilities when communicating
- My understanding of how to share information in a clear, organized, and concise manner with respect to diversity
- My understanding of how to listen carefully, ask questions, and seek help when needed
- My understanding of how to manage different opinions appropriately
- My understanding of how to be accountable and reliable
- My understanding of how to be positive, adaptable, and flexible

Life Skills & Lifelong Learning

- My understanding of how to navigate change and be open to learning new technologies and policies
- My understanding of how to seek education and training to support my growth and development
- My understanding of how to establish, maintain, and/or leverage relationships
- My understanding of how to seek opportunities to build leadership skills and confidence
- My understanding of how to respect myself and others
- My understanding of how to act in the interest of the larger community and workplace

Abstract & Analytical Thinking

- My understanding of how to clearly define a problem
- My understanding of how to define necessary steps to comprehensively address an issue
- My understanding of how to collect appropriate data from a diverse set of sources
- My understanding of how to make decisions with consideration of possible personal biases
- My understanding of how to communicate outcomes rationally while recognizing diverse perspectives from all involved
- My understanding of how to develop creative solutions to complex problems

Workplace Wellness

- My understanding of how to develop coping mechanisms to manage stress
- My understanding of how to maintain respectful, social, and professional boundaries in interactions with colleagues
- My understanding of how to develop and cultivate healthy eating and sleeping habits
- My understanding of how to maintain a healthy work-life balance
- My understanding of how to identify and promote personal strengths
- My understanding of how to understand and demonstrate excellent work ethic and effective work habits
- My understanding of how to manage time efficiently and effectively
- My understanding of how to be present and prepared to engage in evolving needs

Value Statements

(Did not increase, Slightly increased, Moderately increased, Greatly increased)

 Communication & Collaboration The value I place on demonstrating professional verbal, written, and nonverbal abilities when communicating The value I place on sharing information in a clear, organized, and concise manner with respect to diversity The value I place on listening carefully, asking questions, and seeking help when needed The value I place on managing different opinions appropriately The value I place on being accountable and reliable The value I place on being positive, adaptable, and flexible 	 Life Skills & Lifelong Learning The value I place on navigating change and being open to learning new technologies and policies The value I place on seeking education and training to support my growth and development The value I place on establishing, maintaining, and/or leveraging relationships The value I place on seeking opportunities to build leadership skills and confidence The value I place on respecting myself and others The value I place on acting in the interest of the larger community and workplace
 Abstract & Analytical Thinking The value I place on clearly defining a problem The value I place on defining necessary steps to comprehensively address an issue The value I place on collecting appropriate data from a diverse set of sources The value I place on making decisions with consideration of possible personal biases The value I place on communicating outcomes rationally while recognizing diverse perspectives of all involved The value I place on developing creative solutions to complex problems 	 Workplace Wellness The value I place on developing coping mechanisms to manage stress The value I place on maintaining respectful, social, and professional boundaries in interactions with colleagues The value I place on developing and cultivating healthy eating and sleeping habits The value I place on maintaining a healthy work-life balance The value I place on identifying and promoting personal strengths The value I place on understanding and demonstrating excellent work ethic and effective work habits The value I place on managing time efficiently and effectively The value I place on being present and prepared to engage in evolving needs

Ability Statements

(Did not increase, Slightly increased, Moderately increased, Greatly increased)

Communication & Collaboration

- The skills I need to demonstrate professional verbal, written, and nonverbal abilities when communicating
- The skills I need to share information in a clear, organized, and concise manner with respect to diversity
- The skills I need to listen carefully, ask questions, and seek help when needed
- The skills I need to manage different opinions appropriately
- The skills I need to be accountable and reliable
- The skills I need to be positive, adaptable, and flexible

Abstract & Analytical Thinking

- The skills I need to clearly define a problem
- The skills I need to define necessary steps to comprehensively address an issue
- The skills I need to collect appropriate data from a diverse set of sources
- The skills I need to make decisions with consideration of possible personal biases
- The skills I need to communicate outcomes rationally while recognizing diverse perspectives of all involved
- The skills I need to develop creative solutions to complex problems

Life Skills & Lifelong Learning

- The skills I need to navigate change and be open to learning new technologies and policies
- The skills I need to seek education and training to support my growth and development
- The skills I need to establish, maintain, and/or leverage relationships
- The skills I need to seek opportunities to build leadership skills and confidence
- The skills I need to respect myself and others
- The skills I need to act in the interest of the larger community and workplace

Workplace Wellness

- The skills I need to develop coping mechanisms to manage stress
- The skills I need to maintain respectful, social, and professional boundaries in interactions with colleagues
- The skills I need to develop and cultivate healthy eating and sleeping habits
- The skills I need to maintain a healthy work-life balance
- The skills I need to identify and promote personal strengths
- The skills I need to understand and demonstrate excellent work ethic and effective work habits
- The skills I need to manage time efficiently and effectively
- The skills I need to be present and prepared to engage in evolving needs

Behavior Statements

(I did not, I did to an extent, I did)

Communication & Collaboration

- I demonstrated professional verbal, written, and non-verbal abilities when communicating
- I shared information in a clear, organized, and concise manner with respect to diversity
- I listened carefully, asked questions, and sought help when needed
- I managed different opinions appropriately
- I was accountable and reliable
- I was positive, adaptable, and flexible

Life Skills & Lifelong Learning

- I navigated change and was open to learning new technologies and policies
- I sought education and training to support my growth and development
- I established, maintained, and/or leveraged relationships
- I sought opportunities to build leadership skills and confidence
- I respected myself and others
- I acted in the interest of the larger community and workplace

Abstract & Analytical Thinking

- I clearly defined a problem
- I defined necessary steps to comprehensively address an issue
- I collected appropriate data from a diverse set of sources
- I made decisions with consideration of possible personal biases
- I communicated outcomes rationally while recognizing diverse perspectives of all involved
- I developed creative solutions to complex problems

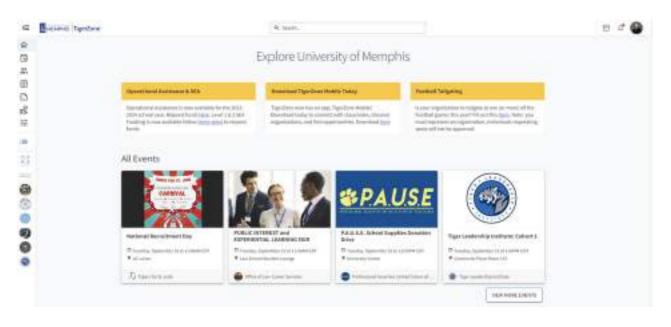
Workplace Wellness

- I developed coping mechanisms to manage stress
- I maintained respectful, social, and professional boundaries in interactions with colleagues
- I developed and cultivated healthy eating and sleeping habits
- I maintained a healthy work-life balance
- I identified and promoted personal strengths
- I understood and demonstrated excellent work ethic and effective work habits
- I managed time efficiently and effectively
- I was present and prepared to engage in evolving needs

How to Utilize the Competencies and Assessment Questions in TigerZone

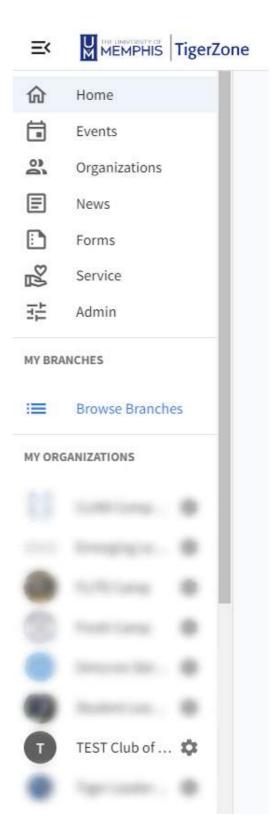
For those with admin access on TigerZone and can create events, please follow these directions:

Go to <u>TigerZone</u>, and your landing page should look like the one shown below:



Go to the sidebar on the left by clicking this symbol in the top left corner of the screen: \equiv

After clicking the \equiv symbol, your menu should look similar to this:



Click on the symbol next to the organization that is hosting the event, after which you will see these options:

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		Manage Home
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		Roster
		Events
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Click "Events" (shown above)

After you see this on your screen, click the "Create Event" button:

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This will now prompt you to create an event, and your screen will look like the one below:

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Scroll down on this page and go to "Event Visibility":

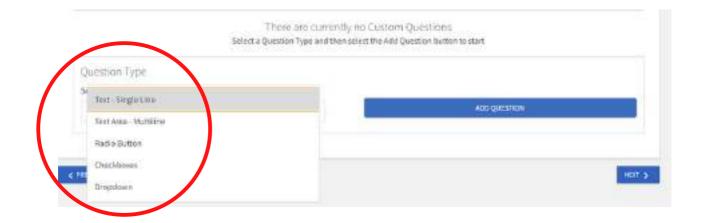
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Here, you will see the different event categories, which include the competencies outlined in this assessment guide.

If you would like to include post-event feedback when creating your event, you can do so on this page. Please make sure that the checkbox that says, "Automatically send Post Event Feedback notification after event" is checked and tell participants that the evaluation form will be sent to their UofM email addresses from TigerZone.

ost Event Feedback		
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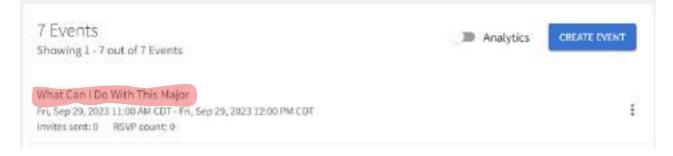
Please select the Question Type that fits your event's needs, and use the questions outlined in this guide in order to measure the outcomes of the one or more competency categories that your event falls under:



After all responses have been collected, go back to this page:

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Click on the name of the event for which you would like to view feedback:



When there is feedback collected, you can export it by clicking the "Export Feedback" button on the event admin page:

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Any other questions? Please contact studentinvolvement@memphis.edu.