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Friends:

The Division of Student Life at the University of Tennessee, Knoxville is committed to supporting the mission of the University and the goal of becoming a Top 25 public research university. It is an exciting time of growth and opportunity in the Division. This report highlights many programs and initiatives coordinated by the numerous departments that, when taken together, contribute to the richness of student life at the University.

Facilities provide the foundation upon which successful programs can begin. Several capital projects are currently underway or recently completed. These additions exemplify Student Life’s commitment to improving the campus environment for students.

• Construction has moved along nicely on the Fred Brown, Jr. Residence Hall, and it opened this fall, providing a residence for more than 600 students. Offering suites, laundry facilities, recreation and fitness rooms, two new dining options, and more, Brown Hall is designed with today’s college students in mind. University Housing also initiated construction on another new residence hall on the former Gibbs Hall/Stokely Athletic Center site, with an estimated completion date of late 2016.

• Construction continues on the new Student Union, and Phase One is scheduled for completion by mid-2015. A new pedestrian bridge was completed over the summer, connecting the intersection of Andy Holt and Volunteer Boulevard to the Hill, providing a main thoroughfare for students.

• Four additional houses opened in Sorority Village during the 2013-14 year, bringing the total number of open houses to eleven. These houses provide a residence for approximately 480 sorority members.

Student life is committed to developing a culturally aware and inclusive campus community and these efforts to enhance diversity at the University of Tennessee are encompassed in this report. Over 4000 incoming students viewed the “One Campus, One Community” video during Orientation to learn about campus civility principles. Approximately 97% of Learning Service Ambassadors and Alternative Break trip leaders indicated an increase in respect and appreciation for diversity as a result of training provided by the Center for Leadership and Service.

The examples I’ve briefly described demonstrate Student Life’s commitment to improving the campus environment, and I invite readers to explore other contributions made to improving student life contained in this report. Through the use of assessment to support data-based decision making, the Division of Student Life has made substantial progress toward achieving all five strategic goals over the past year. These goals directly support the mission of the University of Tennessee and our Top 25 efforts. Our achievements are made possible by the dedication to excellence exemplified by our divisional staff, and I am proud to work alongside such passionate and professional individuals.

Sincerely,

Vincent Carilli, Ph.D.
Vice Chancellor for Student Life
Mission Statement

The mission of the Division is to foster the intellectual, cultural, social and emotional development of students by providing a climate conducive to learning and personal growth, enabling them to become fully productive members of a global community.

Vision Statement

We strive to promote an engaged community of learners and scholars, create a sense of belonging and community, and empower all students to find and make their unique contributions both within and outside the University of Tennessee, Knoxville.
STRATEGIC PLAN
GOAL 1

Engage all students in meaningful co-curricular opportunities to promote retention and persistence toward graduation.

Leadership on campus and in the community
The Division of Student Life continued to provide numerous opportunities for our students to connect and engage within the University of Tennessee campus community. Some of the highlights include:

Center for Leadership and Service (CLS)
• 83% of students stated that they felt connected to community leaders and experienced personal growth as a result of participating in the Leadership Knoxville Scholars Program.
• 100% of participants in the LeaderShape Institute said they can identify their core ethical and personal values and then commit to act on them as a result of their experience.

New Student and Family Programs
• Orientation Leaders provided overwhelmingly positive feedback during and after their experiences. 100% of Orientation Leaders indicated an increase in leadership skills, learning about opportunities to get involved on campus, and feelings of connectedness to the University community as some of the benefits they gained from serving in this role.

Career Services
• Offered a series of impactful programs throughout the year which included Networking at Neyland, Sophomore Bootcamp, eight job fairs, and several etiquette dinners.

Center for Student Engagement
• 100% of student leaders can list at least three transferrable leadership skills gained from their involvement in the Central Program Council.
• When asked if their leadership skills were gained primarily through classes or through campus involvement experiences, the majority of student leaders reported gaining the skills of Problem Solving, Teamwork, Communication, Ability to Influence and Planning/Prioritizing work primarily through their campus involvement roles.

Academic engagement
The Division of Student Life is committed to enhancing student learning opportunities through the support of academic and co-curricular programs.

Center for Student Engagement
• Members of the Central Program Council (CPC) performed well academically, with the average CPC member having a GPA of 3.45, compared to the overall student GPA of 2.93.

Student Media
• In conjunction with several academic departments, The Office of Student Media offered 240 students academic and practicum credits for their contribution to student publications.

University Housing
• Living and Learning Communities, Attend Invest Manage (AIM) Coaching, and Tutoring all significantly contributed to the academic success and retention of the student campus community.

49,000 VOLUNTEER HOURS TRACKED BY THE CENTER FOR LEADERSHIP & SERVICE
Student support

Student support plays a major role in how Student Life departments contribute to student retention and success. The Division of Student Life takes immense pride in supporting students and offering the necessary resources for student success.

Dean of Students Office
• Provided assistance to over 650 students through case management, individualized student support, and the facilitation of communication between students, faculty, and staff.

Sorority and Fraternity Life
• Being a member in a Greek organization is an unforgettable experience that molds and shapes students. Members of each chapter share similar goals, values, and ideals, providing students with a sense of acceptance and belonging. Brothers and Sisters are there to share the college experience, but they also remain close for years to come.
• Over 1000 new sorority and fraternity members were provided information on decision-making, campus leadership, and academic success during the 2013-2014 academic year.

Carolyn P. Brown Memorial University Center
• Throughout the 2013-2014 academic year, the University Center supported a variety of events on behalf of several Division of Student Life organizations, including Orientation sessions, Ignite, and the Clifton M. Jones Leadership Conference.

New Student and Family Programs
• 96% of first year students who attended Orientation indicated they learned about programs and resources available on campus.

Keeping our students healthy

The Division of Student Life is dedicated to supporting the mental, physical, and emotional development of all of our students.

Center for Health Education and Wellness
• Over 500 students attended the Stay Well Event, which was designed to encourage positive changes and behavior regarding cold and flu prevention. Additionally, the program provided information to students that raised awareness of physical and mental health resources that are available to the student community.

100% of students who utilized interpreting and transcribing services offered by the Office of Disability Services returned or graduated in our community.

100% of Leadership Knoxville participants agreed that they utilize leadership to create positive change in our community.

18,000

The number of times students utilized RecSports facilities.
STRATEGIC PLAN

GOAL 2

Foster a campus environment that meets students’ evolving cultural, facilitative, physical, and social needs.

Developing a Culturally Conscious and Inclusive Campus Community

The Division of Student Life recognizes and values assisting with the creation of a welcoming environment for campus community members. This includes:

Career Services
• Career Services has established key partnerships with employers who value and support diverse populations. Career Services presented the Jane S. Redmond PepsiCo Diversity Award to recognize employers who support diversity recruitment initiatives at a high level on the UT campus. The 2013-2014 recipient, Enterprise Holdings, was presented with the award during the Diversity Job Fair.

Center for Leadership and Service (CLS)
• CLS offers students the ways in which to learn and engage in leadership opportunities regarding social change and social justice and introduced a new Social Justice component to the Leadership & Service Ambassadors and Alternative Break Leader training.
• 97% of students who participated in the training indicated that they acquired an increased respect and appreciation for diversity as a result of the training.

Center for Student Engagement
• During the 2013-2014 academic year, the Central Program Council recorded a total attendance of 28,135 (excluding art exhibits) for events hosted within the campus community. The most notable cultural attractions included STOMP, Celtic Thunder, and The Mystical Arts of Tibet. This is an increase from 12,345 in total recorded attendance during the 2012-2013 academic year.

New Student and Family Programs
• 100% of NSFP Student Assistants reported that as a result of working in our office, they are able to work more effectively with individuals from a variety of backgrounds, experiences, and cultures.

Building a University to Call “Home”

The Division of Student Life is committed to developing new and innovative initiatives that enhance the campus community here at the University of Tennessee.

RecSports
• The Sutherland Field Complex was opened in Fall 2013, increasing use for clubs and intramurals and adding opportunities for open recreation near the TREC.S.
• TREC.S Studio 8 was renovated and transformed into a free weight lifting space offering greater access to equipment during peak times. Fitness Area and Smoothie King TV’s were replaced with updated flat screen models to comply with the University’s digital update.

Sorority and Fraternity Life
• The Office of Sorority and Fraternity Life worked alongside campus partners and alumni groups to assist with the construction of new sorority houses in Sorority Village. Four houses opened in Sorority Village during the 2013-14 year to bring the total open house count to 13.
• The successful completion of sorority houses provides additional housing residences for approximately 520 sorority members.

Student Media
• In an effort to move toward a converged and collaborative media environment, Student Media collaborated with the University’s radio station, WUTK, to spread the word about who they are to readers/listeners.

Carolyn P. Brown Memorial University Center
• Created and implemented a new strategic marketing plan which resulted in surpassing their goal of 500 Twitter followers.
• Phase One construction is well underway with scheduled move-in date of Summer 2015.

University Housing
• University Housing completed construction of Fred D. Brown Jr. Residence Hall which opened during the Fall 2014 semester. The residence hall features suite style halls and an eatery.
• There was also extensive work in existing residence halls, including a repurposed conference room and computer lab, new academic tutoring/learning classrooms, and new computer “cafe” in the lower level multi-purpose room in Clement Hall.

Center for Leadership and Service (CLS)
• 98.3% of students attending Ignite Summit increased their sense of belonging on campus.

10,000+
STUDENTS ATTENDED PRESENTATIONS ON BIAS PROTOCOL PROVIDED BY THE OFFICE OF THE DEAN OF STUDENTS.
Safety, Security, and Sustainability

The Division of Student Life truly cares for its students, campus, and community. This is demonstrated by the extensive work and implementation of programs that contribute to the wellness and longevity of Big Orange Country.

Student Health
• In an effort to develop alternative sources of funding and reduce future health fee increases, Student Health generated almost $182,000 in additional revenue by implementing a new fee structure for physical therapy services.

Center for Health Education and Wellness
• In an effort to increase awareness regarding underage drinking, CHEW provided fake identification training for establishments located on high student traffic areas. A total of 37 security personnel, bartenders, and servers attended the event.

Office of Disability Services
• The Office of Disability Services assisted in the expansion of the campus map to include information about accessibility including: paths & slopes, elevators, sidewalk closures, curb cuts, building entrances, accessible parking, and videophones.

Office of Student Conduct and Community Standards
• By incorporating community service hours into the sanction process for University of Tennessee students, students recorded over 360 service hours to 22 community organizations.

New Student and Family Programs
• As a result of the Family Weekend Service Project, participants donated 865 lbs. of food to Second Harvest Food Bank while guests participated in the Zero Waste Family Weekend tailgate resulting in 4,200 lbs. of compostable and recyclable material. In addition, 89 clothing and housing items as well as monetary donations were collected by Orientation Leaders for the regional Orientation conference.

1700+ students & staff volunteered
7850+ hours to recreational, health, and nature-based programs which resulted from partnerships between RecSports and community programs such as Boo at the Zoo, St. Jude’s Children’s Research Walk, and Ijams Nature Center.
Sustain and strengthen our partnership with Academic Affairs to support the academic mission of the institution.

Partnerships by Department
The Division for Student Life continues to enhance its collaborative efforts with Academic Affairs through intentional partnerships and inspiring students to be active learners in and out of the classroom.

New Student and Family Programs
• First year students reported a significant increase in 2014 regarding their ability to create a first semester academic plan as a result of their Orientation Advising experience. (2013 = 87% and 2014 = 92%) NSFP staff orchestrated monthly meetings with the Orientation Advising Committee which included representatives from 9 academic colleges. This partnership resulted in creating an enhanced academic advising experience during Orientation.

Student Conduct and Community Standards
• By providing educational opportunities regarding behavioral expectations and responsibilities, the office noted a 50% decrease in term and indefinite suspensions. Students cited that their interactions with the office enhanced their retention and commitment to adhering to community standards.

Career Services
• Collaborated with Arts and Sciences advising staff to teach three exploratory sections of First Year Studies 101 during the Fall 2013 semester. The percentage of respondents that indicated a high level of confidence in choosing a major nearly doubled from the beginning of the course (24%) to the course’s completion (40%). Not confident responses decreased from 25% to 4%.

Center for Health Education and Wellness
• Updated the “Survival Guide to Stress” booklet and developed a companion curriculum for FYS 101 instructors to utilize during their fall classes.
• In addition, the “Healthy Relationships & Safer Sex” curriculum for VOLS 2 VOLS peer educators was also met with positive feedback.

Center for Leadership and Service (CLS)
• CLS continued to engage with alums on a variety of activities including domestic alternative breaks, Emerging Leader trips and the Clifton M. Jones Student Leadership Conference & MLK Day of Service.
• The CLS developed the Leadership Knoxville Scholars program, in partnership with local leadership agency, Leadership Knoxville, to further develop UT’s graduates into outstanding leaders and servants in the Knoxville community.
• The CLS partnered with over 35 faculty and staff members to provide mentorship and support for Ignite participants.

Office of Disability Services
• The Office of Disability Services collaborated with the College of Social Work and the Office of Information Technology to demonstrate and improve an online learning platform that will provide optimum access to students with a variety of abilities.

RecSports
• Collaborated with academic departments to assist with enlisting practicum students and interns for RecSports positions.

Sorority and Fraternity Life
• Created a presentation for the Greek Leadership class that discusses cultural and diverse backgrounds of sororities and fraternities. Evaluations showed that students not only enjoyed the presentation, but also had meaningful discussions with their classmates which led to a greater understanding of how culture plays a role in the history and founding of all Greek lettered organizations.

Carolyn P. Brown Memorial University Center
• Retained or graduated 100% of students who participated in the Student Building Managers program.
Partnerships by Department (cont.)

Student Health
• Provided opportunities for internships and practicum experiences with graduate school programs such as the College of Nursing, Masters of Public Health, Graduate School of Medicine, and the School of Pharmacy. A total of 12 graduate internship and practicum students secured placements within Student Health.

Student Media
• 188 student staff secured placements at publications such as Phoenix Literary Art Magazine and The Daily Beacon eligible for course credit, including writers, editors, photographers, advertising production and design, editorial production and design, and advertising sales.

University Housing
• Collaborated with the Student Success Center to design and implement the AIM Coaching program in which all Hall Directors and Graduate Assistants were assigned to assist 6 students each who could possibly struggle to return to campus or be academically successful. A total of 186 students were served.

Center for Student Engagement
• Worked in conjunction with the First Year Studies department to offer 27 peer to peer “Get inVOLved” presentations to FY’s 101 classes.

Academic information was included forty-nine times in weekly emails to more than 13,000 parents.

790 students were accepted into Living and Learning Communities this year, encompassing 12 different communities in 5 different residence halls.

97% of the 2013-2014 Leadership and Service Learning Community residents were able to connect their service experience with class activities, readings and discussions.

The Office of Disability Services provided note-taking services to over 150 students with disabilities.

100% graduation rate for students participating in the University Center’s Student Building Managers Program.
Enhance services for students through data-informed decision making, branding, and communication.

Branding & Communication
The Division for Student Life takes immense pride in ensuring that its communication and branding of student support services are effective and exceed university’s standards.

Student Conduct and Community Standards
• Formerly known as the Office of Judicial Affairs, Student Conduct and Community Standards strived to create a student environment that is more educational than punitive. Its new name is representative of the department’s goal of emphasizing educational development and community expectations. Many changes were based on recommendations made by the Program Review Team.

New Student and Family Programs
• Created two websites (newvols.utk.edu and parents.utk.edu) to showcase new and additional information about Orientation, Welcome Week, and the Parents Association to new students and their families. NSFP staff marketed Orientation to new students and their families as Summer Orientation: the News Experience resulting in 12,597 students and guests attending the New Vols Experience in 2014.

Center for Health Education and Wellness
• Formerly known as the Safety, Environment, and Education (S.E.E.) Center, the Center for Health Education & Wellness sponsored and provided space for numerous Division of Student Life mission-related campus events, increased promotion of Center for Health Education & Wellness initiatives to both parents and students during orientation and First Year Studies courses, and focused campaigns in conjunction with other Student Life units. Expanded online resources for sexual assault prevention, response, and bystander intervention (volunteerspeakup.utk.edu).

Center for Student Engagement
• The Center for Student Engagement website hosts a link that allows students to directly submit ideas for programs and offer feedback on how to improve current programs and events. In addition, the use of Collegiate Link has enabled students to register their clubs and organizations.

Center for Leadership and Service (CLS)
• Developed a comprehensive online resource detailing all student leadership and service opportunities within the division.

Office of Disability Services
• Based on previous assessments, the Office of Disability Services made changes to its human services training presentations. Survey results showed that faculty and staff attendees’ knowledge increased as a result of the amended training and average approval of the training was 4.7 out of 5.

RecSports
• As a result of the outcomes of Sports Club Officers survey, RecSports maintained its services that resulted in high student satisfaction, such as current office hours and online workshops. RecSports also amended other services and programs to better respond to student needs, such as balancing online and face-to-face workshop frequency.

Office of Student Life
• Review of data from the Student Health Advisory Committee Satisfaction Survey and the accreditation process resulted in the addition of two nurse practitioners, one new Trauma nurse, and a change patient contacts made from 60% appointment to 40% walk-in.

Student Media
• Collaborated with the Dean of Students Office, the Center for Health, Education and Wellness, and the University of Tennessee Police Department in the production, design and printing of the Knoxville Campus Security Booklet, as well as with various campus departments in the updating, production, design, and distribution of the student handbook, Hilltopics.

Carolyn P. Brown Memorial University Center
• Conducted a University Center Room usage assessment that investigated the number of events held in each UC meeting space, the time of day the events were held, and what setups and AV equipment were required. The results were shared with the Task Force on Scheduling Space to make plans for surge space when the existing University Center

STRATEGIC PLAN
GOAL 4

Enhance services for students through data-informed decision making, branding, and communication.
Branding & Communication (cont.)

University Housing
• Improved operational efficiencies by initiating online training modules for Resident Assistants, Office Assistants, and other staff training modules.

New Student and Family Programs
• The NSFP staff communicate campus information on a weekly basis to inform more than 13,000 Parents Association members. 96% of parents agree that the Parents Association weekly emails provide helpful information in supporting their student.

216 parents volunteered in 2014 to provide enhanced services and programs to students and their families at Orientation, Summer Send-Off and Family Weekend events.

Career Services created two funds for an unpaid internship initiative with a total of $21,550 to promote student development through increased access to programs/services for those who seek to make an impact as students or professionals.

100% of students indicate that the Office of Disability services informed them of resources available on campus.
Contributions & Service

In addition to supporting our students, the Division of Student Life recognizes the important contributions of its staff. Student Life staff play an integral role in fulfilling the mission and goals of the University of Tennessee.

Student Conduct and Community Standards
- Through interactions with students and trainings, graduate assistants were introduced to important issues in higher education such as diversity, sexual assault, and hazing.
- The Associate Director participated in 12 local, regional, and national organizations, committee chair services, and presentations both within and outside of the University of Tennessee community.

New Student and Family Programs
- Increased contributions to the Parents & Families fund and the Debby Schriver Orientation endowment resulted in 22 student scholarships, grants to four departments within the Division of Student Life and regional conference attendance for 26 Orientation Leaders.

Center for Health Education and Wellness
- The Center for Health Education and Wellness acknowledged the contributions of its staff by highlighting and celebrating departmental events, programs, and awards during weekly staff meetings.

Center for Student Engagement
- The Center for Student Engagement has worked to introduce policies that emphasize the importance of staff wellness and work/life balance. Student committees are now highly encouraged to meet prior to 6pm and a restructuring of student advising responsibilities was recently implemented.

Center for Leadership and Service (CLS)
- Students can now designate their “Senior Gift” to the Center for Leadership and Service, the proceeds of which benefit student programming and students in financial need. This contribution is recognized through cords worn at commencement. Students can also be recognized through the CLS through a medallion worn at commencement, signifying 100 hours of volunteer service.

Office of Disability Services
- Planned and hosted a weekend-long Typewell workshop for transcribers in the Office of Disability Services. Registration was opened to transcribers across the country which resulted in several participants from peer institutions.
- Staff engagement was high, with staff having a total of 45 affiliations with a variety of community and professional organizations.

Career Services
- Graduate Assistants within Career Services were assigned responsibilities on par with full-time professional staff. Such responsibilities allowed them to gain the skills and experiences that will help them find jobs in their fields and included provision of career assessment and counseling, management of assessment projects, and implementation of new programming.

Dean of Students Office
- Promoted professional development for graduate students by allocating responsibility for coordinating Student Athletic Ticketing, Peer Institutional Benchmarking, Fraternity and Sorority advising, website upgrades, SGA Elections, UT-West Tennessee Bus program, and the transition to the new Collegiate Link student organization online management system.

14,400+
ATTENDED
CENTER FOR HEALTH EDUCATION AND WELLNESS
STAFF-DELIVERED PRESENTATIONS
Contributions & Service (cont.)

RecSports
• RecSports staff remained highly engaged with students by serving as advisors, coaches, and supervisors to a total of 45 student recreational clubs and organizations.

Sorority and Fraternity Life
• Made staff structural changes in order to enhance the well-being and needs of the staff members, including the appointment of a new Director of Sorority and Fraternity Life. Several new staff were hired for the Panhellenic Conference, Multicultural Greek Conference, National Pan-Hellenic Council, and Interfraternity Council.

Student Health
• Supported staff use of physical therapy equipment during hours when students are not utilizing the equipment, such as before and after work and on lunch breaks. Additionally, instructional training and exercise classes were taught on a regular basis.

Carolyn P. Brown Memorial University Center
• In a unique effort to promote both student achievement and staff workplace environment, the University Center purchases artwork from deserving graduate students for display in the building. The 2014 University Center Student Artwork Purchase Award went to Peter Cotroneo for “Seeking Shades”. Peter is a graduate student in the Master of Fine Arts Program in the School of Art.

In a new series of staff recognition events, University Housing recognized over 430 staff for their efforts and accomplishments. Additionally, over 200 staff members attended each “random act of fun/appreciation.”

Donations to the Parents & Families Fund increased over $25,000 in the last year!

Student Media received private and matching corporate donations for the purchase of cameras, lenses and related photo equipment for staff and student use in the amount of $10,000.