



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

DIVISION OF
STUDENT LIFE
ANNUAL REPORT
2017-18





“

“I never realized the opportunities that the University of Tennessee would provide for me. Student Life’s ability to expand my perspectives outside of the classroom makes UT a true place of unbelievable things.”

—Graduate assistant, Student Life

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Vincent Carilli



Friends:

I am proud and excited to share with you the University of Tennessee, Knoxville, Division of Student Life 2017-18 Annual Report. In the coming pages, you will read about our team's many remarkable accomplishments, all of which were achieved in collaboration with students, faculty, staff, and community partners.

This report quantifies the work of an outstanding group of professionals who provide the daily services our students need to thrive and who are strategically planning for the future of student life at UT. It illustrates a collective effort that is greater than the sum of its parts. Through the departments and programs represented here, we are providing our students with transformational experiences that are critical to the realization of their academic and personal aspirations.

A strong partnership between student life and academic affairs is critical to student success. In the coming year, we will work to deepen the collaboration between these areas, with a particular emphasis on ensuring that all students know they matter and belong on Rocky Top. When students know they have a community, a support structure, an inclusive learning environment, and faculty and staff who are invested in their well-being, they flourish in their development and learning. These are the outcomes that drive the work of the Division of Student Life.

With that lens, I think you will see in this report that we are making a significant impact on the student experience. We are also constantly learning and transforming as a team and division, and we continually seek to improve services to our students and the university community.

Thank you for taking the time to learn more about the Division of Student Life and our accomplishments this year. We are proud to share our story with you.

Sincerely,



Vincent Carilli
Vice Chancellor for Student Life

DIVISION OF STUDENT LIFE

Fosters 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

To build and support an inclusive community that provides opportunities for all students to thrive as they lead, serve, and engage as Volunteers and citizens.

VALUES

STUDENT LEADERSHIP

We value leadership as a collaborative, relational, and developmental process in which students engage at varying levels.

INCLUSION

We value inclusion and strive to be an inclusive community that respects all of its members, promoting equal treatment and opportunity while working to eliminate all forms of discrimination.

COLLABORATION

We value intentional collaboration toward the common goal of providing dynamic student experiences.

ENGAGEMENT

We value engaging our students through opportunities that provide support and foster a sense of belonging.

SUCCESS AND WELL-BEING

We value the success and well-being of all members of our community.

ORGANIZATION





Clockwise from top left.

Shea Kidd Houze
Assistant Vice Chancellor
and Dean of Students

Vincent Carilli
Vice Chancellor

Jill Zambito
Assistant Vice Chancellor

Frank Cuevas
Associate Vice Chancellor

Mark Alexander
Assistant Vice Chancellor

Center for
Career Development



BY THE NUMBERS

Nearly
17,000
UNIQUE
STUDENT USERS

765
EMPLOYERS RECRUITING
on campus

550
CLASS PRESENTATIONS
AND WORKSHOPS
taught by CCD staff

Educates and empowers students to achieve career success

CORE FUNCTIONS

Help students develop and implement career goals; build employer relationships to provide students with opportunities

KEY INITIATIVES

Career counseling and coaching appointments

Assessments and virtual resources

Career development classes, workshops, and presentations

Industry-specific networking events and job fairs

Internship and experiential learning opportunities

Online platform to connect students and employers for job postings and campus interviews

Career outcomes data collection and reporting

SUCCESSES

Enhanced resources, education, and social media campaign around career readiness

Established professional development programming and targeted marketing for graduate students, increasing their use of the center by 18 percent

Launched N internship course designation with eight courses approved initially

Increased knowledge rate of career outcomes data for graduating students to 80 percent

Established employer development team

LOOKING AHEAD

Increase student and employer engagement on Handshake, a new portal for job postings, event management, and appointment scheduling.

Create a diversity networking event

Move Smokey's Closet to a permanent location



97%

OF SURVEY RESPONDENTS:
CCD offered a welcoming and respectful environment

“

It's such a relief to have more direction in my career exploration and Rob went above and beyond to help me feel more confident; he helped me identify the next steps I have to take and I feel much more secure knowing what I can do next.”

—Undergraduate career counseling participant



Center for Health

Education &

Wellness

Engages in prevention and intervention efforts to increase awareness, impact decision making, and positively influence our university community

CORE FUNCTIONS

Provide health and wellness education and resources to students, faculty, and staff; manage the university's distressed student protocol

KEY INITIATIVES

974-HELP distressed student protocol and case management

Programs on sleep promotion, stress reduction, sexual health, nutrition, tobacco cessation, cold and flu prevention, bystander intervention, alcohol and drug education, and employee wellness

Annual campus-wide events: Red Zone, Yoga Fest, Great American Smokeout, Sexual Assault Awareness Month, Hike the Hill in Heels, National Substance Abuse Prevention Month, Domestic Violence Awareness Month, Healthy Communication Month, and National Nutrition Month

Vols 2 Vols Peer Health Educators

SUCCESSSES

Streamlined Be Well employee wellness program access to remove barriers and allow for increased employee participation

Developed a sleep promotion initiative that included online information, a social media campaign, production of the Goodnight, Vols Sleep Toolkit, and a workshop titled *How to Get an A in Sleep*

Received a grant from American Cancer Society to support a smoke-free campus initiative

LOOKING AHEAD

Move intervention functions including the 974-HELP referral line, case management, and the threat assessment team to the Office of the Dean of Students, allowing for streamlined care and support of students

Spearhead a comprehensive campus-wide flu prevention education campaign

Transition to nationally recognized research survey to assess students' health habits, behaviors, and perceptions

Implementation of education and support for smoke-free campus transition

BY THE NUMBERS

Volunteers Speak Up!
Active Bystander Program

43

SESSIONS

955

PARTICIPANTS

98%

felt confident they could make a difference after completing the program

Title IX Summit

180

ATTENDEES REPRESENTING

41

INSTITUTIONS & ORGANIZATIONS

450

RECORD NUMBER OF PARTICIPANTS in 4th annual Hike the Hill in Heels



“

Being a peer health educator has helped me find my voice and a passion in educating my peers. I would not be the assertive, independent woman that I am today if I had not joined VOLS 2 VOLS.”

—Peer health educator



Center for

Leadership & Service



BY THE NUMBERS

243,952

STUDENT SERVICE HOURS

equivalent of over

\$6 million

GIVEN BACK
to the community

550

STUDENTS WHO HAVE SERVED
the Knoxville community
through VOLServe

99%

OF IGNITE PARTICIPANTS
experienced an increased
sense of belonging at UT

Educates and engages all students to lead and serve the global community

CORE FUNCTIONS

Develop students to be active and engaged citizens and leaders

KEY INITIATIVES

Volbreaks alternative break program

Clifton M. Jones Student Leadership Conference

Emerging Leaders

Ignite (Leadership Summit, Knox, Serves, and Outdoors)

Leadership Knoxville Scholars

Leadership and Service Ambassadors

Sign Up to Serve calendar

VOLServe Days of Service

VOLeaders Academy

Track Your Hours tool

SUCCESSES

Separated the MLK Day of Service and Clifton M. Jones Student Leadership Conference to provide two separate opportunities for students

Increased the number of Volbreak trips to cities throughout the US

Reworked Emerging Leaders and Leadership Knoxville Scholars curricula to more closely align with learning outcomes

Created a weekend-long immersion trip for Leadership Knoxville Scholars to explore the Knoxville community

Worked with campus partners to track a record number of service hours

LOOKING AHEAD

Grow the Clifton M. Jones Student Leadership Conference and MLK Day of Service to accommodate more students

Continue to expand the Volbreaks alternative breaks program

Expand the Ignite program to accommodate more incoming first-year students

Implement a Knoxville excursion series for Leadership Knoxville Scholars



“

I believe I have become much more open minded, more aware of my privileges, and know how I can make a difference and work to become an active citizen. All in all, it was a transformative, enlightening, and inspiring experience for me.”

—2018 Volbreaks participant

Center for

Student Engagement



BY THE NUMBERS

14,367

STUDENTS
involved in a student
organization

12,547

TOTAL ATTENDANCE
at Campus Event Board events

Fosters campus community through programs, resources, and involvement opportunities that advance student learning and prepare students for success in the global community

CORE FUNCTIONS

Student organization and advisor support

KEY INITIATIVES

Cultural, educational, and social programming

Commuter student engagement initiatives

Assistance with events funded through Student Programs Allocation Committee

On-campus banking for 200+ student organizations with over \$1 million in transactions annually

Co-curricular transcript

Student organization and advisor trainings and workshops

"Don't Cancel Class" initiative

SUCCESSES

Created new student organization processes that are more accessible and student-friendly, encourage use of VOLink, and provide increased accountability for groups receiving funding

Established the Local Concert Series in response to student requests for more concerts on campus

Developed relationships with the city of Knoxville and local merchants associations to increase the impact of Homecoming events

LOOKING AHEAD

Focus on engaging and retaining first-year commuter students and providing more opportunities to all commuter students on campus

Create more impactful trainings, leadership opportunities, and welcoming spaces for student organizations in the new Student Union



30%

INCREASE
in number of unique
student event attendees

“

It's given me the opportunity to learn how to lead in a hands-on way.”

—Campus Event Board member

Multicultural

Student Life



Contributes to an inclusive learning environment by enhancing institutional efforts in retention and graduating students prepared for a diverse global society

CORE FUNCTIONS

Academic success; diversity, inclusion, and multicultural education; student leadership development

KEY INITIATIVES

Academic Support Unit
Diversity Educators
Leadership to the T
Multicultural Mentoring Program
Frieson Black Cultural Center

SUCCESSES

Received funding for an additional full-time coordinator position to oversee leadership development and advising of student organizations

Formed Leadership to the T to enhance the development of students in MSL-advised organizations

Added to the UT LEAD First-Year Studies curriculum

Diversity Educators recognized with the university's Charles R. Burchett Extraordinary Contributions to Campus Life citation

Received Level 1, Stage 3 College Reading and Learning Association certification for the tutoring program

LOOKING AHEAD

Assess and re-envision the Multicultural Mentoring Program and the MMP Connect Living and Learning Community

Develop additional high-impact programs for student populations such as first-generation students and Pell-eligible students

Reinstitute bimonthly Diversity Dialogues and a one-day Diversity Symposium



“

What I loved about MMP is that as an upperclassman student, I am able to mentor first-year students. It gives both of us the opportunity to grow and learn from each other. I have gained communication and leadership skills, and I am humbled that I will be serving as the president of MMP for my senior year.”

—K. Duncan, Multicultural Mentoring Program president and mentor

BY THE NUMBERS

1,892

TUTORING APPOINTMENTS for students in 100+ courses



96.1%

students said they left with GREATER UNDERSTANDING OF THE MATERIAL

242

STUDENTS RECEIVING FREE TEXTBOOKS through the Book Loan program

105

WORKSHOPS PROVIDED by Diversity Educators

162

MENTEES SERVED by Multicultural Mentoring Program



62%

MAINTAINED a first-year GPA of 3.0+

New Student &

Family

Programs



BY THE NUMBERS

98%

OF STUDENTS understand their role in academic advising

94%

OF STUDENTS feel more prepared to start college after attending orientation

92%

OF STUDENTS understand their responsibility to uphold the values of UT



“

During my two days at UT for orientation, I had the pleasure to have such an amazing orientation leader. With their assistance and care, I feel comfortable making UT my home for the next four years.”

—Orientation participant

Provides a quality transition experience and establishes connections for both students and families through VOLs: Volunteer community, Opportunities, Learning, and Support

CORE FUNCTIONS

Encourage and promote engagement; involve families as partners; foster the Volunteer experience

KEY INITIATIVES

- New Vols Experience: Orientation
- Parents Association Newsletter
- New Vols Experience: Welcome Week
- Student leader development
- First 100 Days celebration
- Family Weekend events

SUCCESSES

Hosted record numbers of students and families for Fall Family Weekend, Winter Family Day, and New Vols Experience: Orientation

Hosted the inaugural First 100 Days celebration in collaboration with the Center for Student Engagement, Office of the Dean of Students, Off-Campus and Commuter Services, and the Pride Center

Provided over \$20,000 in scholarships to current students through the Parents and Families Fund

LOOKING AHEAD

Roll out new NSFP website, accessible for all students and families

Create online orientation modules to assist new Vols in the transition to UT

Redesign the orientation and welcome week programming to create intentionality and a sense of belonging





Off-Campus & Commuter Services

Provides resources and services to support commuter students and their experiences

CORE FUNCTIONS

Coordinate commuter appreciation initiatives; connect first-year commuters to the campus community; provide off-campus housing website service and supplemental resources; provide educational and developmental opportunities; maintain relationships with off-campus properties and their staff

KEY INITIATIVES

- Commuter appreciation
- First-Year Commuter program
- Housing Fair
- FYS 101 First-Year Commuter course

SUCCESSES

- Continued to grow our programs and services
- Increased first-year commuter engagement by 19 percent over 2016-17
- Collaborated with 12 campus partners

LOOKING AHEAD

- Enhance and grow the First-Year Commuter program, working with a variety of campus partners and other first-year programs
- Grow the FYS 101 commuter course
- Advocate for additional commuter student spaces and services



BY THE NUMBERS

TOTAL COMMUTERS
20,864

100%
OF FIRST-YEAR COMMUTER STUDENTS enrolled in the fall 2017 FYS 101 commuter course returned for spring semester

136
STUDENTS and **12**
CAMPUS PARTNERS participated in the First-Year Commuter program

More than **24,000**
USERS IN 45,000 sessions engaged with OCCS through the off-campus housing website

REVENUE SHARE from off-campus housing website increased by **24%**
November 2015 to November 2016



“She has truly aided in the creation of a small community of commuter Vols.”
—First-year student nominating OCCS Coordinator Meghan Woodward for a campus recognition



Office of the
Dean of Students



BY THE NUMBERS

BIG ORANGE MEAL SHARE

1,102
MEALS DONATED
by 203 students

+

1,047
MEALS ALLOCATED
to 114 students

ABSENCE
DOCUMENTATION
provided for

1,456
STUDENTS

163%

INCREASE
from 2016-17

118 + 116
FACULTY STUDENTS
served through the
LUNCH HOURS PROGRAM

Engages and supports students throughout their learning experience by providing co-curricular programs and services

CORE FUNCTIONS

Advocate; connect; challenge; support

KEY INITIATIVES

- Big Orange Meal Share
- Lunch Hours
- Orange Plate Special
- RockyTop Roundtable
- Smokey's Sofa
- Student Honorary Coach
- UT to West TN
- Vol Talks and Walks
- Care and support: bias protocol, absence notification
- Vol-on-Call system
- First Amendment and free speech presentations

SUCCESSSES

Streamlined multiple processes via the Maxient platform

Expanded access and removed barriers to DOS initiatives

- Added an additional pickup day to the Lunch Hours program
- Added an additional stop in Nashville to the UT to West TN bus trip
- Eliminated a meeting requirement for Big Orange Meal Share

Integrated 865-974-HELP (4357) into DOS and added two case managers

Instituted the Hazing Prevention Team

LOOKING AHEAD

Rebrand mission and values to focus on mattering and belonging, leadership and service, and compassionate care

Adapt use of technology to continue to remove barriers to effectively serve all students

Expand support services to include Case Management Team in efforts to enhance impact of compassionate care



“
This was an excellent experience! I was very excited to have a student ask me for lunch and want to learn about my career area.”
—Faculty participant in Lunch Hours

Office of

Sorority &

Fraternity Life



BY THE NUMBERS

\$399,152
PHILANTHROPIC FUNDS

57,201
COMMUNITY
SERVICE HOURS

3.23
average
GREEK COMMUNITY GPA
compared to overall
undergraduate GPA of 3.16

163
health & safety
PRESENTATIONS

249
PROGRAMS & ACTIVITIES

OSFL REPRESENTS
21%
of the undergraduate
population

Supports a premier sorority and fraternity experience by providing educational opportunities, fostering collaborative relationships, and empowering students to uphold a mentality of ethical leadership and citizenship

SUCCESSES

- Increased community academic performance
- Increased community service engagement
- Created an online reporting system for Standards of Fraternal Excellence
- Developed new partnership with College Student Personnel

CORE FUNCTIONS

Provide in- and out-of-class learning opportunities; provide safe and healthy education environments; celebrate diversity and inclusion

LOOKING AHEAD

- Create six strategic priorities
- Expand health and safety collaborations, education, and outreach
- Explore use of SEC's consortium assessment in the off-year cycle to expand comparable data within the conference

KEY INITIATIVES

- Title IX chapter visits
- Cross-council exchange
- Summit Leadership Conference
- Clifton M. Jones Leadership Conference Fraternal Leadership Track



“
I have found people that support me in every aspect of my life and that fulfill each part of my life.”
—Graduating senior

Pride Center



BY THE NUMBERS

RECORD ATTENDANCE
at the National Coming Out Day
Ice Cream Social

240

RECORD NUMBER OF
GRADUATES
at the 2018
Lavender Graduation

22

30

STUDENTS
REGULARLY ATTENDING
DISCUSSION GROUPS
(queer and trans people of
color, bisexual/pansexual,
and transgender)

Provides a safe and welcoming environment for the campus LGBTQIA+ community

CORE FUNCTIONS

Education; advocacy; community; empowerment

KEY INITIATIVES

Pride Center community space

Safe Zone program

Lavender Graduation

Friendsgiving

National Coming Out Day
Ice Cream Social

Peer-facilitated weekly
discussion groups

Pride Ambassador
Leadership program

SUCCESSES

Completed first year as a Student Life department

Drew record levels of attendance at annual events

Established a culture of assessment and evidence-based programming

Partnered with more than 15 campus departments

LOOKING AHEAD

Launch revised Safe Zone program

Expand LGBTQ+ History Month programming in October

Increase focus on assessment



“

It's not only a place where students can be themselves; the Pride Center is a place where students empower and build each other up. There is no other place quite like it on campus—it's like a second home.”

—Frequent participant

RecSports



Provides and promotes opportunities for wellness and healthy lifestyles through education and service to the UT community

CORE FUNCTIONS

Provide quality recreational facilities, programs, and services

KEY INITIATIVES

- RecFest
- All-Staff Training Day
- SEC Canned Food Drive Contest
- National Recreation Sports and Fitness Day
- RecSPYS Staff Appreciation Event
- Zumba Pink-Out for Breast Cancer Awareness
- Solar Eclipse Hike
- Sport Clubs Cookout
- Intramural Vol Cup Competition
- Swim to Florida Challenge

SUCCESSES

- Refreshed surfaces of indoor running track and basketball courts
- Demolished the old Sports Bubble
- Purchased Futsal Boundary System for indoor soccer leagues
- Worked with Athletics to obtain nearly 500 pieces of slightly used fitness equipment
- Engaged the student body in the NIRSA/NASPA National Consortium Survey
- Hosted the TIRSA state workshop
- Employed more than 350 students
- Provided 50 intramural leagues and tournaments, 105 weekly group fitness classes, 54 outdoor adventure trips, 37 sport clubs, and 150 aquatic and safety classes

LOOKING AHEAD

- Replace 15-year-old turnstiles with new access control gates
- Replace the 15-year-old plaza entrance doors to TRECS



BY THE NUMBERS

628,547

TOTAL CARD SWIPES

from

20,835

UNIQUE PARTICIPANTS

AVERAGE DAILY PARTICIPATION
(M-F, nonholiday weeks)

3,081

72%

OF STUDENTS
LIVING ON CAMPUS
participating

3 out of 4

WEEKLY PARTICIPANTS said participation helped improve their academic performance, self-confidence, stress management, sense of belonging, respect for others, ability to develop friendships, and overall health and well-being



“

I also get a sense of accomplishment that comes from something other than academics, which makes me feel more balanced and satisfied on a daily basis. And I can't really emphasize enough the positive impact participating with RecSports has had on my general health, both physical (strength and endurance) and mental (happiness and lower anxiety).”

—Student participant



Student Conduct & Community Standards



BY THE NUMBERS

134

STUDENT CONDUCT BOARD MEMBERS
Students, faculty & staff

89%

OF SANCTIONS ISSUED were educational sanctions

63

STUDENTS provided with education in place of formal discipline under amnesty policy

88%

OF STUDENTS say they are more aware of campus resources after attending a sanctioned educational class

85%

OF STUDENT CONDUCT PROCESS PARTICIPANTS say the process has encouraged them to make positive choices

Develops student integrity and accountability through an educational, consistent, and equitable conduct process

CORE FUNCTIONS

Educate and develop student accountability; promote and instill integrity; investigate and resolve alleged violations of the Student Code of Conduct; provide an educational, consistent, and equitable process

KEY INITIATIVES

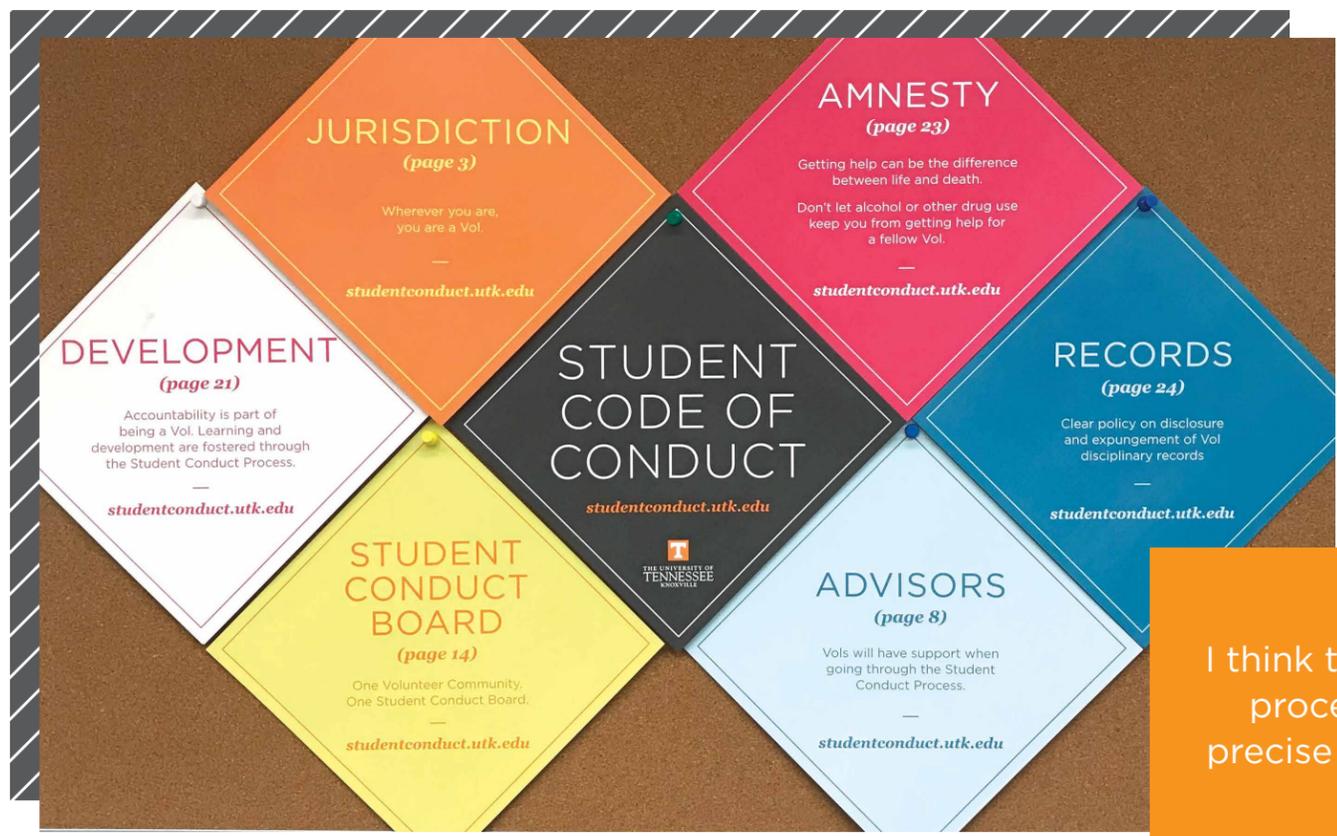
- Training for faculty, staff, and students on the Student Code of Conduct
- Training for Student Life hearing officers and Student Conduct Board members
- Educational and developmental sanctions for students
- Encouragement of a campus expectation of accountability

SUCCESSES

- Developed and implemented new Student Code of Conduct
- Created amnesty and good Samaritan policies for students in need of medical assistance for alcohol or drug use
- Successfully transitioned Title IX investigations into Student Conduct

LOOKING AHEAD

- Use student conduct data to promote and aid the initiatives of campus partners
- Create and facilitate additional educational opportunities for students in the student conduct process
- Promote integrity and accountability for students and student organizations

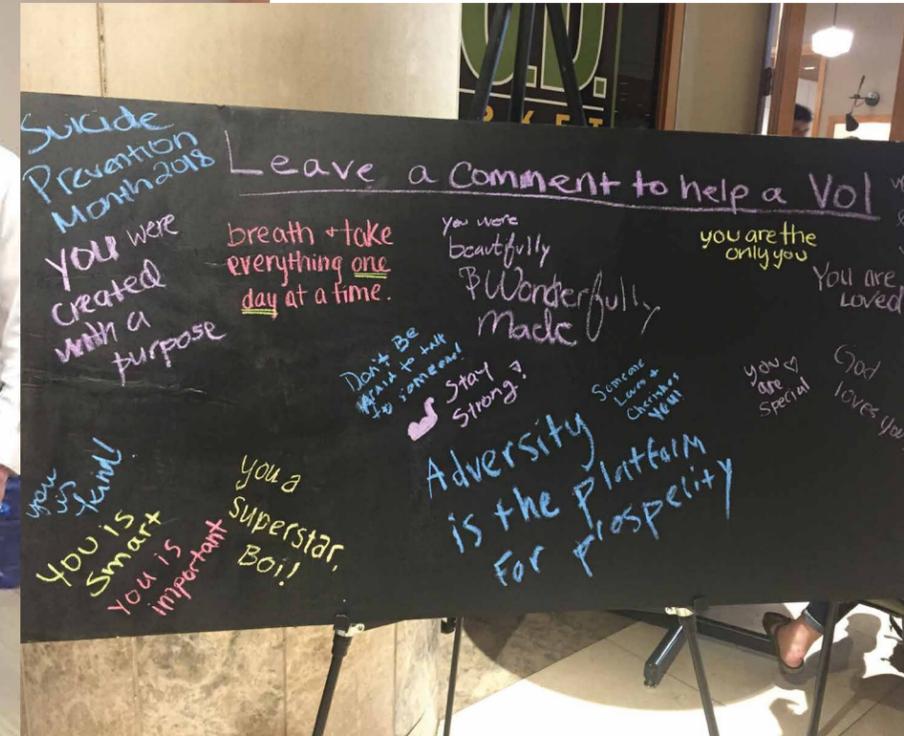


“ I think that the entire student conduct process is right on. It’s direct and precise but isn’t tyrannical, and allows the student some say.”
—Student participant



Student

Counseling Center



BY THE NUMBERS

12,898

CLINICAL CONTACTS
to 2,418 students (9% increase
from previous year)

412

STUDENTS

50

FACULTY AND STAFF
trained as QPR Institute suicide
prevention gatekeepers

61

STAFF ENGAGEMENTS WITH

21

EVENTS

representing

695

HOURS
of campus
community support

“

Group has really helped me through a big transition period in my life. It's incredibly helpful to know I am supported by the counselors and members.”
—Student participant

95%

OF RESPONDENTS REPORT
being satisfied or very satisfied
with counseling services

60%

OF RESPONDENTS AFFIRM
that counseling services helped
them stay enrolled at UT

Promotes the psychological, educational, and social well-being of students and helps prepare them to be productive members of a global society

CORE FUNCTIONS

Provide student mental health services; educate and consult on college mental health issues; train future mental health providers

KEY INITIATIVES

24/7 mental health crisis support

Suicide prevention

QPR Institute gatekeeper training

JED Campus: partnership to strengthen and coordinate efforts around suicide prevention, substance abuse mitigation, and emotional health

SUCCESSSES

Expanded 974-HELP into a 24/7 crisis line

Developed a Suicide Prevention Coalition composed of students, faculty, and staff

Implemented JED Campus initiative

Completed Healthy Minds survey

Completed baseline assessment of campus mental health resources

Increased group services by 16 percent

Hired an additional mental health therapist

LOOKING AHEAD

Add clinical staff to meet growing need for services

Develop and implement four-year JED Foundation campus strategic plan

Continue to expand suicide prevention efforts

Increase group contacts by 20 percent

Implement online mental health service



Student

Disability Services



BY THE NUMBERS

2,000+
NOTE TAKING
REQUESTS FILLED

5,071
EXAMS PROCTORED FOR
548
STUDENTS
in courses taught by
676
FACULTY MEMBERS

Around
450
BOOKS, ARTICLES,
AND DOCUMENTS
converted into accessible formats

381
VIDEOS
captioned and transcribed

1,400+
HOURS OF
TRANSCRIBING SERVICES

Around
3,600
HOURS OF
INTERPRETING SERVICES

Partners with the campus community in creating equitable access to eligible students while promoting disability-inclusive diversity

CORE FUNCTIONS

Engage; accommodate; support; educate

KEY INITIATIVES

Educate and train student groups, faculty, and campus partners

Accommodate students with disabilities to provide equitable access

Enhance accessibility of campus programs through partnerships

Organize interpreting workshops for area sign language interpreters

SUCCESSES

Enhanced welcome meeting materials to clarify accommodation processes

Developed succinct descriptions of the most common accommodations provided to students and conveyed the information to faculty through the SDS website

LOOKING AHEAD

Develop a faculty advisory board as recommended in SDS program review

Create a mentoring program for incoming students with disabilities

Develop online modules addressing a variety of accessibility and disability topics in collaboration with OIT



“
They let me know that they are always here to help me when I need it. They also reminded me that there is nothing wrong about having a disability. Before I went to UT, I felt like no one had my back because of my disability.”
—Student participant

Student

Government

Association



BY THE NUMBERS

\$700,800

STUDENT SAVINGS from open educational resources and open stacks in 2017-18

800+

STUDENTS VISITED SMOKEY'S CLOSET POP-UP SHOP

1,000

NEW HAND DRYERS INSTALLED from the green fee, supporting UT's goal of zero waste

Serves and represents the student body

CORE FUNCTIONS

Policy making; programs and initiatives; student activism

KEY INITIATIVES

- Smokey's Professional Clothing Closet
- Welcome Week's Slap the Rock
- All Vol Tailgate
- Big Orange Friday
- SGA Homecoming Bonfire
- Creed Week
- Aloha Oe Ceremony and Luau

SUCCESSES

Expanded access to Smokey's Closet, added weekly shopping hours, and partnered with key student support services

Continued campaign to increase use of open educational resources; co-hosted second annual OER Awards with UT Libraries

Launched SGA Centennial Scholarship

Appointed alumni coordinator and started a quarterly newsletter

Hosted Mental Health Week programming

LOOKING AHEAD

Partner with on- and off-campus organizations to further extend reach of Smokey's Closet

Host events celebrating SGA's centennial including an alumni weekend during Homecoming and a celebration following the opening of Phase II of the Student Union

Expand Mug Project, zero-waste initiatives, and campus sustainability



“

I loved so much about my time in SGA. I loved the close friendships I made, the teamwork, and the leadership skills I was able to develop.”

—SGA alumnus

Student

Health Center



BY THE NUMBERS

Provided care to
16,205
 STUDENTS IN
37,576
 MEDICAL
 APPOINTMENTS

Performed
25,000+
 LAB TESTS

Performed
5,200
 RADIOLOGY
 EXAMINATIONS ON
1,674
 STUDENTS

1 hour
 MEDIAN TIME SPENT
 from arrival to departure for
 students with appointments

Meets the acute primary health care needs of eligible members of the university community with services including personal health care, health promotion and education, consultation, and educational experiences for selected students pursuing careers in the health and wellness professions

CORE FUNCTIONS

Acute care/triage; primary care; sports medicine and physical therapy; women's health; allergy and immunizations; lab and X-ray; pharmacy

KEY INITIATIVES

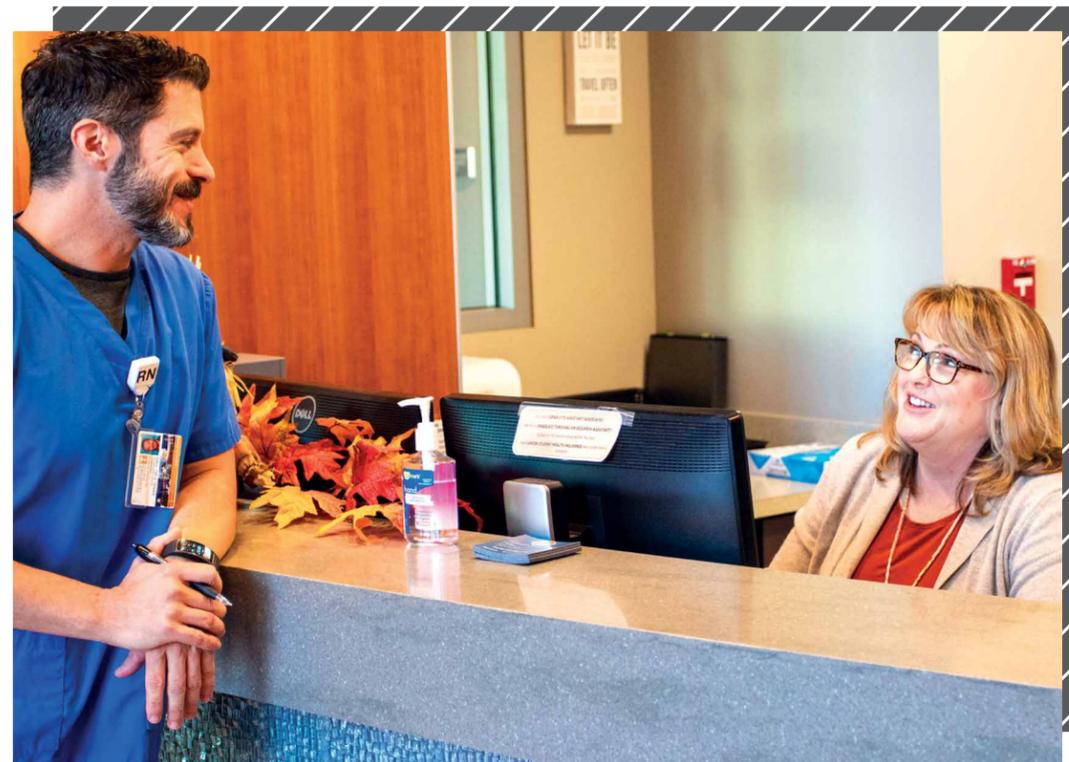
- Seamless health care services through integrated health programming
- Tracking all off-campus referrals to promote quality outcomes
- Combining health care delivery with personal health education
- Promotion of healthy lifestyles and living habits

SUCCESSES

- Re-accredited by the Accreditation Association for Ambulatory Health Care with all 685 standards scoring as substantially compliant
- Attained benchmark satisfaction level of 99.1 percent

LOOKING AHEAD

- Focus on continued compliance with ever-changing accreditations standards
- Focus on peer review and student learning outcomes
- Focus on improved service delivery models



“

The staff is always accommodating and very sweet. They handle you and your concerns with respect. Would recommend to all students.”

—Patient satisfaction survey respondent

Student Media



Provides resources in support of a positive, professionally oriented, co-curricular environment that supports student learning and development and produces quality media for the campus community

CORE FUNCTIONS

Serve the university with news and information; train students for careers in media and related fields; act as a public forum for internal and external audiences; reinforce classroom education by providing a learning lab; connect students with alumni and professionals in the field; contribute to the legacy of the university by documenting the history of faculty, staff, students, and events

KEY INITIATIVES

Daily Beacon
Phoenix literary art magazine

SUCCESSES

Saved approximately \$60,000 by reducing the *Daily Beacon* printing schedule from five days a week to two

Founded the Lumous Agency to produce quality videos and graphics for on- and off-campus organizations

LOOKING AHEAD

Improve *Daily Beacon* search process and hire a more diverse student staff

Produce more magazine-format *Daily Beacon* products, including housing guides and “On Rocky Top” special issue

Revitalize the *Daily Beacon* brand on campus with a multimedia campaign

Develop a multicultural column

Establish a monthly advertising newsletter to inform clients about new products, upcoming special issues, website traffic reports, etc.



“

Don't be reluctant to work at the *Beacon* just because this isn't directly related to what you want to do. I'm not an advertising, marketing, or business major, but here I am gaining all the real-world experience that anyone else would gain while working in this field.”

—*Daily Beacon* student staff member

BY THE NUMBERS

\$250,000
ADVERTISING REVENUE

1,740
DAILY NEWSLETTER
SUBSCRIBERS

2.4M
PAGE VIEWS
UTdailybeacon.com

7,333
TWITTER FOLLOWERS

Average impressions
per post
1,500

4,623
FACEBOOK FOLLOWERS

Average impressions
per post
1,800

2,276
INSTAGRAM FOLLOWERS

Average impressions
per post
750

Student Union



BY THE NUMBERS

2,000+
MEETINGS AND
EVENTS HOSTED

1,800
HOURS OF AUDIO-VISUAL,
LIGHTING, AND SOUND
SUPPORT FOR EVENTS

Provides quality services and facilities as well as a sense of place; committed to student development and learning, civic engagement and discourse, multiculturalism, healthy living, and sustainability

CORE FUNCTIONS

Provide space and technical support of facilities for meetings and events, learning opportunities for student employees, and cost-effective printing solutions to the campus community

KEY INITIATIVES

Expand Student Tech Team to support more meetings and events

Improve Event Services customer service ratings

SUCCESSES

Added two new learning goals to our student employee program

Achieved 100 percent assessment by supervisors and students that our students demonstrated openness, civility, and respectfulness during interactions with their coworkers

LOOKING AHEAD

Open Phase II (scheduled for January 2019)

Hire 100+ student employees to operate Phase II

Host a projected 10,000 to 15,000 meetings and events in the first full year of operation of Phase II



“

I had an awesome experience with Event Services. I loved that there was communication along the way, especially since it was my first event.”

—Event client

University

Housing



BY THE NUMBERS

105,209

PACKAGES PROCESSED through residence hall mailrooms

Adjudicated

787

CASES involving violations of the Student Code of Conduct or housing regulations

Processed

28,111

WORK ORDERS FOR FY17

27,516

(YTD) FOR FY18

Raised

\$12,891

FOR HABITAT FOR HUMANITY

Offered

250+

TOURS FOR PROSPECTIVE STUDENTS AND FAMILIES during spring semester

Fosters positive student-centered residential communities supporting the academic mission of the university

CORE FUNCTIONS

Build community; maintain safe environments; deliver quality service

KEY INITIATIVES

- West Campus redevelopment
- Student room selection
- Student Staff training and development
- Hall tour center
- Habitat for Humanity
- Living and learning communities
- Emergency call center
- Student leadership development

SUCCESSSES

Incorporated ELPS 350 Resident Assistant course into the leadership studies minor

Developed a fire safety class as a conduct sanction

Established an in-house air conditioning and equipment repair shop, saving over \$145,000 in repair costs

Added more televisions in Hess Hall shared spaces

LOOKING AHEAD

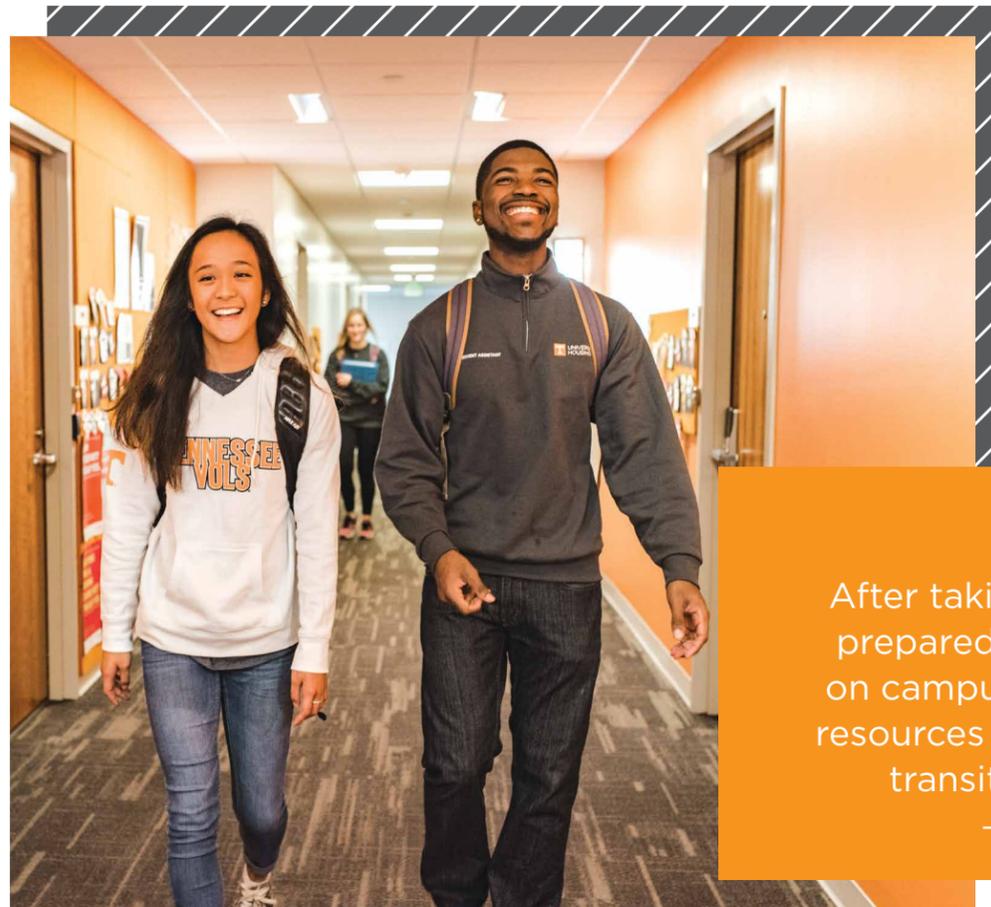
Develop learning outcomes for Residence Life staff training

Assess student learning in ELPS 350 Resident Assistant course

Revisit the department's mission, values, and student outcomes after the program review

Assess learning outcomes from the QPR Institute suicide prevention session during resident assistant training

Assess the incorporation of diversity and inclusion training during hall director and graduate assistant training



“

After taking the [RA] course, I feel better prepared to meet the needs of residents on campus and provide students with the resources they need, while also assisting in transitioning to life on Rocky Top.”

—Laurel Hall resident assistant

Staff Spotlight



LAURA BRYANT

Creating a campus that is safe and supportive is of the utmost importance and what Laura Bryant works tirelessly for every day. Bryant began her work in the Center for Health Education and Wellness, or CHEW, in 2012, serving as grant coordinator, assistant director, and associate director before being appointed director in August 2017. Since then, she has helped lead an incredible expansion in services, programs, and events to address personal safety, sexual misconduct, substance misuse, and other health and wellness initiatives.

In recognition of her outstanding work as director of CHEW, Bryant was named the Division of Student Life's Employee of the Year. Ashley Blamey, former CHEW director and current Title IX coordinator, referred to Bryant as "an advocate for student wellness—mental and physical. . . the type of person that, no matter what the challenge, gives her absolute all to ensure success and the best possible outcomes for our students and our community."

This commitment is echoed in Bryant's own philosophy and work style, which she describes as "show up, ready to work, ready to do my best, and ready to work to maximize my strengths and the strengths of others on the team so we can have the best possible outcomes for the members of the UT community."

Bryant not only developed the alcohol and drug education programs BASICS and CASICS but was also the leading force in designing and implementing events such as Hike the Hill in Heels, Yoga Fest, and Safe Spring Break. In her work, she says, it is important to "design initiatives that meet students where they are and to provide meaningful opportunities for them to learn about themselves and develop health and wellness skills that work for them."

In a field that is constantly evolving, Bryant remains open to change and new opportunity. She and her team developed Hike the Hill in Heels, an event created to raise awareness and change the statistics around sexual

assault, as they thought about how to get men and women on campus to "get uncomfortable and face the topic together." She explains that these programs grow out of specific needs and gaps and are designed to be unique interactive ways to educate and engage the campus community.

Bryant also helped develop the Be Well initiative, which—in partnership with UT Human Resources and Healthier Tennessee—seeks to improve the health and wellness of university employees.

In supporting students and staff to be well and live healthier lives, Bryant begins with herself and being a role model for others, saying, "I believe in my core that when I am taking care of myself, I am better able to serve my community. . . . Wellness starts with self-care, and while it is important for me to take care of myself it is also important for me to encourage others to practice self-care."

Bryant lights the way for all Vols to live their best and healthiest lives.

Student Spotlight



MIRANDA ISAACS

What does it mean to be a Volunteer? Miranda Isaacs, 2018 graduate and recipient of the Division of Student Life Leadership Legacy Award, makes the answer obvious. Throughout her time at UT, she demonstrated the Volunteer spirit through her impressive drive to serve others and her passionate commitment to advocacy.

Isaacs, who came to UT from Elizabethton, Tennessee, engaged deeply in the community and held several student leadership roles, serving as lead tutor in Multicultural Student Life, a member of SGA's Government Affairs Committee, and a Young Life leader for local high school students.

Throughout her four years, Isaacs truly gave her all for UT and the Knoxville community.

"I think it's important that if you have the ability and desire to help other people, that you do. I feel it's something that we hope all of our students

embody, and that's what it means to be a Vol to me—helping those around me," she reflects.

"The Volunteer spirit is real," she proclaims. "I truly believe that's what the students at UT embody—this camaraderie of helping each other, creating this atmosphere where people care for each other."

Isaacs points to her leadership and service experiences helping other Vols as paramount to her learning and overall college experience. She explains, "This leadership experience at UT was the single biggest thing that shaped me in school. Education is very important and I really enjoy academics, but that's only one part of learning. Everything I did at UT has totally shaped who I am and has really led me to a career."

Isaacs is now beginning law school at George Mason University. "Through my leadership experiences I started learning that I really like advocating for people,

and that's what led me to law school so that I can continue to do that in the future," she says.

"In college, it's really what you do outside of the classroom that shapes who you are as a person, and my leadership experience in undergrad means everything to me," Isaacs concludes.

And students like Miranda Isaacs are everything to us at UT.



Student

Life Awards

Lumsden-Greenberg Excellence in Career Management Award
Natalie Shinault

Civic Engagement Award (Student)
Aaron Woody

Civic Engagement Award (Staff)
Kertesha Riley

Commitment to Diversity and Inclusion (Student)
Natalie Campbell

Commitment to Diversity and Inclusion (Staff)
Ronni Williams

Commitment to Diversity and Inclusion (Student Organization)
Diversity Educators

Healthy Vol Award (Student)
Kennedy Sanders

Healthy Vol Award (Staff)
Whitney Rumsey

Service Excellence
Stacie Dixon

Unsung Hero (Student)
Natalie Shinault

Unsung Hero (Staff)
Betsy Smith

Organization Advisor of the Year
Jon Janis

Innovative Program of the Year (Student Organization)
Student Government Association for Smokey's Closet Debut Year

Innovative Program of the Year (Office)
Career Development for the Life Skills Series

Large Organization of the Year
Panhellenic Council

Small Organization of the Year
Black Law Student Association

New Organization of the Year
Ambassadors for Mental Health Awareness and Suicide Prevention

Rising Leader of the Year
James Perlow

New Staff Member of the Year
Amanda Samsel

Graduate Student of the Year
Caitlin Clevenger

Employee of the Year
Laura Bryant

Leadership Legacy Award
Miranda Isaacs

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