“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
Letter from Vice Chancellor

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.

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.

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.

ORGANIZATION
Interim Chancellor
Wayne T. Davis

Vice Chancellor for Student Life
Vincent Carilli

Assistant Vice Chancellor for Student Life
Jill Zambito

Coordinator of Special Projects
Melissa Goldberg

Assistant Vice Chancellor for Student Life 
& Dean of Students
Shea Kidd Houze

Assistant Vice Chancellor for Student Life
Mark Alexander

Center for Health Education & Wellness
Laura Bryant

Student Conduct & Community Standards
Betsy Smith

RecSports
Rex Pringle

Center for Career Development
Stephanie Kit

New Student & Family Programs
Tara McWhorter

Student Union
Alison Ward

University Housing
Chanda Myrick

Staff Engagement and Development Committee

Student Counseling Center
Paul McAnear

Student Health Center
Spencer Gregg

Assessment and Strategic Initiatives
Melissa Brown

Center for Leadership and Service
Jessica Wildfire

Multicultural Student Life
Tanisha Jenkins

Off-Campus & Commuter Services
Meghan Woodward

Pride Center
Bonnie Johnson

Sorority & Fraternity Life
Kelly Phillips

Student Government Association
Abigail Brumfield

Student Media
Jerry Bush

Technology Group
Jolyon Gray

Budget & Finance
Tim Boruff

Emergency Preparedness

Facilities Planning

HR/Personnel

Assistant Dean of Students
Danny Glassmann

Associate Dean of Students
Kelly Rubin

Associate Dean of Students

Center for Student Engagement
Ashleigh Moyer

Assistant Vice Chancellor for Student Life
Jill Zambito
Center for Career Development

Educes 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

**SUCCESES**
- 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

**BY THE NUMBERS**
- Nearly 17,000 unique student users
- 765 employers recruiting on campus
- 550 class presentations and workshops taught by CCD staff
- 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

By the Numbers

Nearly
17,000
unique
student users

765
employers recruiting
on campus

550
class presentations
and workshops
taught by CCD staff

97%
of survey respondents:
CCD offered a welcoming and respectful environment

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—Undergraduate career counseling participant

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—Undergraduate career counseling participant
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

SUCCESES
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

<table>
<thead>
<tr>
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98% felt confident they could make a difference after completing the program

Title IX Summit

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in 4th annual Hike the Hill in Heels

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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

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

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

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
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.

**BY THE NUMBERS**
- **14,367** students involved in a student organization.
- **12,547** total attendance at Campus Event Board events.

**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
Frierson 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+

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162 MENTEES SERVED by Multicultural Mentoring Program

62% MAINTAINED a first-year GPA of 3.0+
New Student & Family Programs

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

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

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“
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**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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<tbody>
<tr>
<td>TOTAL COMMUTERS</td>
<td>20,864</td>
</tr>
<tr>
<td>OF FIRST-YEAR COMMUTER STUDENTS</td>
<td>100%</td>
</tr>
<tr>
<td>enrolled in the fall</td>
<td></td>
</tr>
<tr>
<td>2017 FYS 101 commuter course</td>
<td>returned for spring semester</td>
</tr>
<tr>
<td>STUDENTS</td>
<td>136</td>
</tr>
<tr>
<td>and</td>
<td></td>
</tr>
<tr>
<td>CAMPUS PARTNERS</td>
<td>12</td>
</tr>
<tr>
<td>participated in the First-Year Commuter program</td>
<td></td>
</tr>
</tbody>
</table>

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
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

**SUCCESSES**
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

**BY THE NUMBERS**

<table>
<thead>
<tr>
<th>BIG ORANGE MEAL SHARE</th>
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<tbody>
<tr>
<td>1,102 MEALS DONATED</td>
</tr>
<tr>
<td>by 203 students</td>
</tr>
<tr>
<td>+</td>
</tr>
<tr>
<td>1,047 MEALS ALLOCATED</td>
</tr>
<tr>
<td>to 114 students</td>
</tr>
</tbody>
</table>

Absence Documentation provided for

| 1,456 STUDENTS |

163% increase from 2016–17

118 + 116 FACULTY STUDENTS served through the LUNCH HOURS PROGRAM

“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

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

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

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

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

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

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

“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

2017–18

STUDENT LIFE ANNUAL REPORT

BY THE NUMBERS

$399,152 PHILANTHROPIC FUNDS
57,201 COMMUNITY SERVICE HOURS
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STUDENT LIFE ANNUAL REPORT
Pride Center

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

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)
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, 34 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
- **20,835** UNIQUE PARTICIPANTS
- **3,081** AVERAGE DAILY PARTICIPATION (M-F, nonholiday weeks)

**SUCCESSES**

- **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
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

**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
Student Counseling Center

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

SUCCESSES
- 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

“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

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

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
Student Disability 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

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

“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
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

**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

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“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
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

**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

"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
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
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.

**BY THE NUMBERS**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,000+ MEETINGS AND EVENTS HOSTED</td>
<td></td>
</tr>
<tr>
<td>1,800 HOURS OF AUDIO-VISUAL, LIGHTING, AND SOUND SUPPORT FOR EVENTS</td>
<td></td>
</tr>
</tbody>
</table>

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
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

SUCCESSES
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

105,209
PACKAGES PROCESSED through residence hall mailrooms

787
CASES involving violations of the Student Code of Conduct or housing regulations

28,111
WORK ORDERS FOR FY17
27,516
(YTD) FOR FY18

$12,891
FOR HABITAT FOR HUMANITY

250+
TOURS FOR PROSPECTIVE STUDENTS AND FAMILIES during spring semester

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
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 director, explained the type of person that, no matter what the challenge, gives her her absolute all to ensure success and 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 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.’

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 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.

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.
<table>
<thead>
<tr>
<th>Award</th>
<th>Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lumsden-Greenberg Excellence in Career Management Award</td>
<td>Natalie Shinault</td>
</tr>
<tr>
<td>Civic Engagement Award (Student)</td>
<td>Aaron Woody</td>
</tr>
<tr>
<td>Civic Engagement Award (Staff)</td>
<td>Kertesha Riley</td>
</tr>
<tr>
<td>Commitment to Diversity and Inclusion (Student)</td>
<td>Natalie Campbell</td>
</tr>
<tr>
<td>Commitment to Diversity and Inclusion (Staff)</td>
<td>Ronni Williams</td>
</tr>
<tr>
<td>Commitment to Diversity and Inclusion (Student Organization)</td>
<td>Diversity Educators</td>
</tr>
<tr>
<td>Healthy Vol Award (Student)</td>
<td>Kennedy Sanders</td>
</tr>
<tr>
<td>Healthy Vol Award (Staff)</td>
<td>Whitney Rumsey</td>
</tr>
<tr>
<td>Service Excellence</td>
<td>Stacie Dixon</td>
</tr>
<tr>
<td>Unsung Hero (Student)</td>
<td>Natalie Shinault</td>
</tr>
<tr>
<td>Unsung Hero (Staff)</td>
<td>Betsy Smith</td>
</tr>
<tr>
<td>Organization Advisor of the Year</td>
<td>Jon Janis</td>
</tr>
<tr>
<td>Innovative Program of the Year (Student Organization)</td>
<td>Student Government Association for Smokey’s Closet Debut Year</td>
</tr>
<tr>
<td>Innovative Program of the Year (Office)</td>
<td>Career Development for the Life Skills Series</td>
</tr>
<tr>
<td>Large Organization of the Year</td>
<td>Panhellenic Council</td>
</tr>
<tr>
<td>Small Organization of the Year</td>
<td>Black Law Student Association</td>
</tr>
<tr>
<td>New Organization of the Year</td>
<td>Ambassadors for Mental Health Awareness and Suicide Prevention</td>
</tr>
<tr>
<td>Rising Leader of the Year</td>
<td>James Perlow</td>
</tr>
<tr>
<td>New Staff Member of the Year</td>
<td>Amanda Samsel</td>
</tr>
<tr>
<td>Graduate Student of the Year</td>
<td>Caitlin Clevenger</td>
</tr>
<tr>
<td>Employee of the Year</td>
<td>Laura Bryant</td>
</tr>
<tr>
<td>Leadership Legacy Award</td>
<td>Miranda Isaacs</td>
</tr>
</tbody>
</table>