



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

DIVISION OF
STUDENT LIFE
ANNUAL REPORT
2018-19



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 2018-19 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 outstanding professionals who provide our students with the daily services they 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.

Showcasing the inaugural reporting year for the 2018-2021 Division of Student Life Tactical Plan, you will see our priorities annotated throughout the report, demonstrating how the tactical plan is supported by each office.

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

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STUDENT LIFE AWARDS

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.



SENIOR LEADERSHIP

Clockwise from top left.

Frank Cuevas

Associate Vice Chancellor

Mark Alexander

Assistant Vice Chancellor

Jill Zambito

Assistant Vice Chancellor

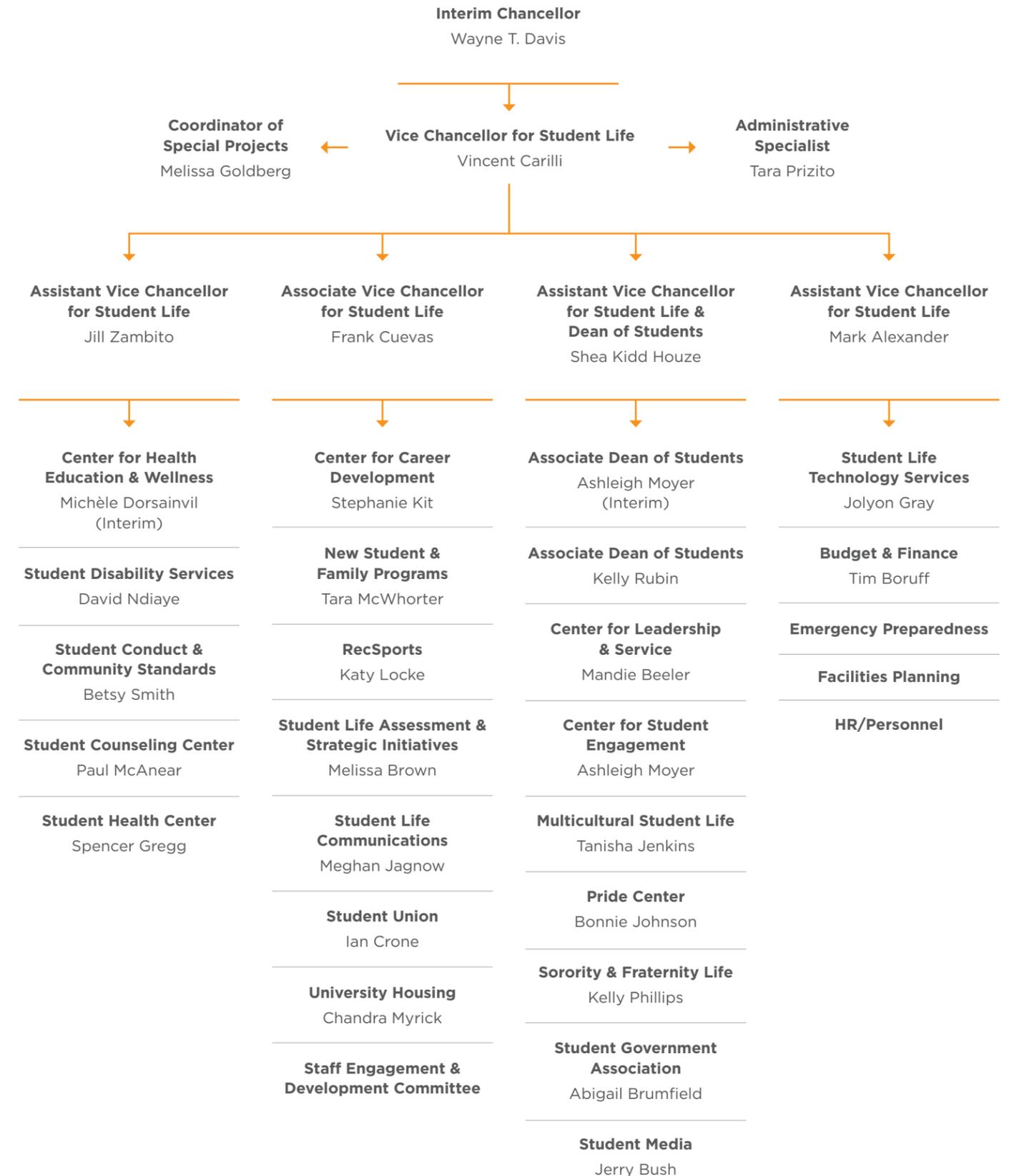
Shea Kidd Houze

Assistant Vice Chancellor and Dean of Students

Vincent Carilli

Vice Chancellor

ORGANIZATION



Center for Career Development

Educates and empowers students to achieve career success.

CORE FUNCTIONS

- Career counseling, advising, and coaching
- Career information
- Student employment services
- Graduate and professional school planning
- Experiential learning
- Employer development and recruitment services
- Institutional and external relations

KEY INITIATIVES

- Individual 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 connecting students and employers for job postings
- On-campus interviews
- Employer engagement
- Career outcomes data collection and reporting

SUCCESSSES

During CCD's transition from Hire-A-Vol to Handshake, UT outpaced peer institutions of similar size and launch date with student activations. The number of job opportunities posted in one year skyrocketed from 5,336 to 33,292. Students and employers alike shared positive feedback of an improved user experience. *Priority 2, 3*

VolTreks provide students the opportunity to visit organizations to experience work functions and culture first-hand. In 2018-19 the CCD led VolTreks to variety of industries to appeal to students across colleges. Center staff managed eight local trips to organizations including Blount Mansion, *Knoxville News Sentinel*, and Kimberly Clark. Staff initiated the first two out-of town, multiple day trips taking Haslam College of Business students to New York City and Tickle College of Engineering students to Huntsville, Alabama. Each trip included time for students to engage with alumni. Post-trek assessment indicates that 95% of students were able to identify concrete next steps in their career exploration and planning processes. Additionally, two engineering students secured summer internships and one a full-time job with companies on the Huntsville trip. *Priority 2, 4*

PathwayU, an online assessment that measures users' interests, values, personality, and workplace preferences, was onboarded in August 2018. The assessment was advertised in FYS 101 courses, through the academic advising community, and on social media. 1,842 users completed the assessment in the 2018-19 academic year. *Priority 1*

LOOKING AHEAD

NASPA research indicates on-campus student employment can be treated as a High Impact Practice to enhance the student experience. The center is piloting an Enriched Student Employment program in 2019-20 with several campus employers. Elements include job descriptions and evaluations based on career competencies, supervisor training, completion of a career ready online module, and focused career related discussions. The goal of ESE is to help students connect their on-campus work to the career competencies and cross-functional skills they offer future employers. *Priority 1*

The Diversity & Inclusion Networking Night links students to employers who value their unique perspectives. The center's Career Counselor for Disability, Veteran, and Inclusion Initiatives joined the staff in June 2019 and will look for ways to improve the inaugural networking event. *Priority 5*

In order to scale the center's services and best assist all students, career conversations must occur across the university and not remain siloed in one area. The center convened a focus group in April 2019 to discuss the launch of a faculty and staff Career Advocates program. Based on feedback received from UT stakeholders and models implemented at other universities, the center is piloting a training program for faculty and staff beginning in August 2019. The new program will equip participants with tools to hold effective career discussions with students, knowledge of when and how to make referrals to the center, and create a community of career-minded colleagues to share resources and questions. *Priority 2*

19,684

UNIQUE STUDENTS utilized services and programs offered by the Center for Career Development

806

EMPLOYERS RECRUITING on campus through job fairs and on-campus interviews

“

It was refreshing to hear about the importance of diversity and inclusion through the business world and see how companies are seeking that out.”

—DIVERSITY AND INCLUSION NETWORKING ATTENDEE



“

It was the first alumni event I had ever been to, and it was actually a really good opportunity to learn about life after UT.”

—HUNTSVILLE ENGINEERING VOLTREK PARTICIPANT



The employer development team VISITED MORE THAN

100

ORGANIZATIONS in Tennessee and the Southeast

10

COURSES EARNED THE INTERNSHIP “N” DESIGNATION in support of the experience learning QEP

50%

OF UNDERGRADUATES AND

21%

OF GRADUATE STUDENTS activated their Handshake profiles

\$23,000

AWARDED TO 17 STUDENTS in 8 of the 9 undergraduate colleges as part of the Impact Internship Grant

MORE THAN

730

“WHAT CAN I DO WITH THIS MAJOR?” SUBSCRIBERS, an increase of

50

over the previous fiscal year, WITH A PROJECTED REVENUE OF MORE THAN

\$110,000

Center for Health Education and Wellness

Empowers all Volunteers to thrive by cultivating personal and community well-being.

CORE FUNCTIONS

Provide health and wellness education and resources to students, faculty, and staff in relation to eight dimensions of wellness

KEY INITIATIVES

Group level programs on sleep promotion, stress reduction, sexual health, nutrition, tobacco cessation, healthy relationships, bystander intervention, alcohol and other drug risk reduction, and employee wellness

Group and individual intervention for students who have violated the UT Alcohol and Drug Policy

Annual campus-wide events: Red Zone, Yoga Fest, Great American Smokeout, National Substance Abuse Prevention Month, Healthy Communication Month, Sexual Assault Awareness Month, Employee Field Day, Employee Health and Fitness Week

VOLS 2 VOLS Peer Health Educators

SUCCESSSES

CHEW enhanced the training course for new VOLS 2 VOLS Peer Health Educators by incorporating NASPA's Certified Peer Educator (CPE) Training. *Priority 1*

Implemented a self-service Safer Sex & Safety Supply Wall to reduce barriers to accessing supplies and accurate sexual health information. *Priority 1, 3*

CHEW partnered with the Student Health Center Pharmacy, College of Pharmacy, and College of Nursing to provide inaugural flu vaccine clinic at the Rock. *Priority 2*

Be Well partnered with the Grow Lab to offer space on campus for employees to grow their own produce at work while learning how to manage a garden, and prepare healthy meals with their harvest. *Priority 3*

LOOKING AHEAD

Increase response rate of nationally recognized research survey to gather students' health habits, behaviors, and perceptions. *Priority 3*

Assess common health and behavior risks affecting employees' performance and productivity using benchmarked survey. *Priority 2*

Participate in professional development to enrich understanding of social justice and inclusion as outlined in the professional competency areas for student affairs educators. *Priority 5*

55
PROGRAMS DELIVERED
by VOLS 2 VOLS
peer health educators

29
CERTIFIED
peer health educators

44
ACTIVE BYSTANDER
PROGRAMS DELIVERED



PARTICIPANTS

641
“Water You Waiting For”
Employee Hydration Challenge

398
Safe Spring Break

250
Flu Shots at the Rock

704
“Red Flag” Domestic Violence
Awareness Month

445
Yoga Fest

181
Trivia Cab

“

I have always advocated for stopping violence against women, but I have never actively done anything that was not on the personal level. After this program, I will look into expanding my advocacy.”

—HEALTHY MASCULINITY PARTICIPANT

“

Having been dependent on cigarettes for a number of years, this was the first proactive step I took in quitting my addiction. I found the classes met me where I was and helped prepare me for the eventual life free of cigarettes. The staff at CHEW made a lasting and monumental impact on my personal growth. It's possible I would have been able to achieve my goal without the class and support. However, it is undeniable, that both made it infinitely easier.”

—FRESHSTART SMOKING CESSATION PARTICIPANT



CAMPUS OF THE YEAR AWARD

Healthier Tennessee Communities is a signature Governor's Foundation initiative that encourages cities, towns, counties, neighborhoods, and college campuses across Tennessee to implement sustainable, localized initiatives to improve nutrition, increase physical activity, and encourage tobacco cessation.

77,046

TWITTER IMPRESSIONS
during Sexual Assault
Awareness Month

OVER
7,000

SAFER SEX SUPPLIES
distributed via the Safer Sex
and Safety Wall and requests
from resident assistants



Center for Student Engagement

Creates inclusive and innovative opportunities for students to build connections and create community through meaningful involvement, personal development, and co-curricular learning to enhance their Volunteer experience.

CORE FUNCTIONS

- Student organization and advisor support
- Campus programming support
- Commuter student support and programming

KEY INITIATIVES

- Advise the Organization Resource Group (The ORG), the Campus Events Board (CEB), and All Campus Events (ACE)
- Support all student fee funded organizations and events
- Connection point for students who are seeking to get involved on campus
- Cultural, educational, and social programming
- Student organization support
- Daytime programming
- Student-focused Homecoming initiatives and programs
- Student Life Awards
- On-campus banking for 200+ student organizations with over \$1 million in transactions annually
- Co-curricular Transcript
- "Don't Cancel Class" initiative

SUCCESSSES

CSE learned that students who have attended and not attended a CSE sponsored event had identical responses regarding the importance of campus events in mattering and belonging, student success, and the overall college experience. *Priority 5*

Sixty percent of those who have attended and not attended a CSE sponsored event agree that campus activities influence mattering and belonging and student success at UT. *Priority 1, 5*

Ninety-six percent of student leaders can list at least three transferable skills to be utilized in their future career, in the classroom, or in other student organizations that they gained through their CEB involvement. *Priority 3*

LOOKING AHEAD

Begin to meet daytime program needs and offering events and programs throughout the day to create a broader reach of the student population. *Priority 3*

Enhanced leadership development for the Campus Events Board, the Organization Resource Group, and All Campus Events. *Priority 1*



“

I have been able to reach out and speak with other student leaders through The ORG. Along with other student organizations, The ORG has helped me grow as a leader.”

—VP OF MEMBERSHIP FOR THE ORG

Based on assessment data, CSE launched two new initiatives this year.

CSE staff worked with students from the Emerging Leaders program to create The ORG. The ORG is a student-run organization advised by CSE that exists to help all other student organizations on campus thrive. Through the management of communication channels between organizations, collaboration on programs and initiatives, and facilitation of development programs for organization leaders, The ORG works to provide resources and support that shape involvement at UT.

CSE launched the new Student Organization Travel Fund for student organizations that have a need to travel off campus to regional, state, or national organizational events, competitions, and conferences to represent UT.

Elected student leaders that served on CEB for one year demonstrated an increase in knowledge of transferable skills most commonly gained through involvement such as communication, organization, conflict management, leading others.

AVERAGE CUMULATIVE GPA OF CEB MEMBERS

3.5

TOTAL NUMBER OF CEB MEMBERS

148

25

STUDENTS JOINED THE ORGANIZATION RESOURCE GROUP (ORG), a new student organization to support student organizations and students seeking to get involved

“

I joined the CEB Issues Committee in the spring of my freshman year, and I immediately felt as though I had found my home on campus. I was surrounded by people who were as eager as I was to learn and make an impact on our campus community. CEB has given me almost every opportunity I've had in college for leadership, professional development, and personal growth, which all empower me to succeed both in the classroom and outside of it. I know that the skills I've gained have made me more prepared for my career after college.”

—PRESIDENT OF CEB



72

NEWLY REGISTERED student organizations

498

TOTAL REGISTERED STUDENT ORGANIZATIONS

40,000 lbs.

OF FOOD DONATED during "Tower of Cans" Homecoming event hosted by All Campus Events



Enough to feed families with **26,600 meals**

12,448

STUDENTS ATTENDED a Campus Events Board event

486

STUDENTS IMPACTED by the Student Organization Travel Fund

Dean of Students

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

CORE FUNCTIONS

- Compassionate care
- Leadership and service
- Mattering and belonging

KEY INITIATIVES

DOS outreach initiatives

Care and Support:

- Bias
- 974-HELP
- Absence notifications
- Big Orange Meal Share

General consultations

SUCCESSES

Case Management and staffing—The Office of the Dean of Students (DOS) restructured and added two case managers and the 974-HELP function in response to results from our program review. This change streamlines student case and support functions. DOS successfully integrated 974-HELP, a referral line for students in distress. *Priority 3*

Leverage technology—Created an online referral form for 974-HELP to increase reporting on students in distress. *Priority 3*

Food insecurity—Collaborated with various campus partners to host a food insecurity summit. *Priority 2*

Rocky Topics—Launched a continued series exploring challenging and timely campus and community topics. *Priority 5*

Leadership and Service—Developed a comprehensive vision for leadership education at UT and closed a \$4 million gift for the Jones Center for Leadership and Service. *Priority 1*

LOOKING AHEAD

Case Management and staff—DOS hired an additional case manager to support the 974-HELP function and continues to collect data and track trends in efforts to increase staffing model based on need. *Priority 1*

Big Orange Meal Share—Partner with Aramark and expand our meal share program to serve short- and long-term food insecurity. In addition, the Office of the Dean of Students plans to host the 2nd annual Hunger and Homelessness Summit in collaboration with campus and community partners. DOS presented on Big Orange Meal Share at three professional conferences and provided consultation to other universities. *Priority 2, 5*

Policies—Update and create policies for threat assessment, student death postvention, care and support policy, housing insecurity protocol, and hospitalization. *Priority 3*

Leadership—Develop systems and processes to elevate leadership education on campus. *Priority 1*

Mattering and Belonging—Implement Vol is a Verb campaign including signature events and a robust print, social, and wearable marketing items. *Priority 5*

Culture of Care—Cultivated through case management, bias protocols, and other outreach related to student wellness and resilience. *Priority 1*



“

I feel Rocky Top Roundtable was my call to action, by participating in it my sophomore year I found that I have a passion for leadership and making a change on this campus.”

—ROCKY TOP ROUNDTABLE MEMBER

“

I learned about a lot of the programs offered by the DOS that are designed to benefit students and make their journey towards earning a degree easier.”

—ROCKY TOP ROUNDTABLE MEMBER



“

I love the DOS Lunch Hours! I tell my students about it not only as a means of setting up a meeting with me to discuss graduate school/ careers in school psychology/preparing to be a K-12 educator, but also in case they have other professors or advisors they'd like to get to know better or discuss projects with. This is a very special program that my students and I have enjoyed together. Thanks for providing this opportunity!”

—LUNCH HOURS FACULTY MEMBER

BIG ORANGE MEAL SHARE

2,653

MEALS DONATED
by 634 students

an increase from 1,102
meals donated by
368 students in 2017-18

ABSENCE
NOTIFICATION
provided for

2,850

STUDENTS

an increase from 1,874
in 2017-18

Hunger and Homelessness Awareness Week

Founded in 1975 at Villanova University, Hunger and Homelessness Awareness Week is hosted across 700 locations nationwide each year to draw attention to the problems of hunger and homelessness. This is the first year that UT is marking the week with a series of special events. Groups involved include the Student Government Association (SGA), the Office of the Dean of Students, the United Residence Hall Council (URHC), the Department of Nutrition, the College of Social Work, UT Recycling, and the Office of the Provost. The week included events such as a week-long food drive and information tabling, faculty lecture, and campus and community summit.

Jones Center for Leadership and Service

Educate and engage all students to lead and serve the global community.

CORE FUNCTIONS

Develop students to be active and engaged citizens and leaders

KEY INITIATIVES

- Catalyst
- Clifton M. Jones Student Leadership Conference
- Emerging Leaders
- Ignite (Leadership Summit, Knox, Serves, and Outdoors)
- Leadership Knoxville Scholars
- Jones Center Ambassadors
- Prague Cultural Immersion Trip
- Sign Up to Serve Calendar
- VOLbreaks Alternative Break Program
- VOLserve Days of Service
- Track Your Hours Tool & Service Medallions

SUCCESSSES

The Clifton M. Jones Student Leadership Conference helped students learn about creating positive change on campus and utilizing their strengths to help develop leadership potential in others. *Priority 1*

Due to intentional changes in the approach to training VOLbreak leaders, students were more confident in their abilities to manage crisis and conflict and lead high-quality reflections. This intensive and intentional training led to high quality alternative break trips that ensured participants were able to achieve the program's goals. *Priority 1*

The Emerging Leader course helped to create emotionally intelligent student leaders with the capacity to create positive social change on campus. Feedback from previous years was utilized to improve the course, including adding a team-building activity prior to the trip to improve overall group dynamics. *Priority 1, 4, 5*

LOOKING AHEAD

Strengthen partnerships with nonprofit community partners to improve collaboration and service engagement between campus and the Knoxville community. *Priority 2, 4*

Improve the Jones Center Ambassador experience and their outreach to campus partners. *Priority 1, 2*

Improve overall departmental outreach through an audit of previous student participant rates to ensure that we are engaging a diverse and representative population. *Priority 5*



The Center for Leadership and Service was dedicated in honor of Clay and Debbie Jones on April 12, 2019. Long-time supporters of JCLS, the Jones' made an initial gift of \$1 million in 2009, followed by a landmark gift of \$4 million in 2019 to enhance programs and initiatives offered to students.



100% of VOLbreaks participants "agreed" or "strongly agreed" they were confident in their ability to articulate the importance of exposure to people of different backgrounds, identities, beliefs, or experiences and including them in communities, roles, and processes, a 43.63% (fall) and 50.91% (spring) increase from the pre-trip assessment.

“

I made connections with so many people through this Ignite experience. Each activity we did challenged me to look deeper into my values and identity as a whole. I loved being able to share my thoughts and hear other's thoughts in return. I always felt safe to express my opinions and ask questions. Overall, Ignite made me feel like I have a true family at UT.”

—2018 IGNITE SERVES PARTICIPANT

100% of Ignite participants experienced an increased sense of belonging at UT. **99%** agree that Ignite helped ease the transition from high school to college.

EACH OF THE

7

2019 TORCHBEARERS were involved in JCLS programs. The Torchbearer is the highest student honor conferred by UT.

623

STUDENTS SERVED the Knoxville community through VOLserve

93%

of Clifton M. Jones Leadership Conference participants AGREED THAT THEY HAVE THE CAPACITY TO CREATE POSITIVE CHANGE ON CAMPUS



MORE THAN
150,000
STUDENT SERVICE HOURS

equivalent of over

\$3.8 million

GIVEN BACK TO THE COMMUNITY with the value of a volunteer hour in 2018 being \$25.43/hour as determined by Independent Sector

Leadership Knoxville Scholars worked on
10
COMMUNITY ACTIONS PROJECTS

for

650

HOURS OF GIVING BACK to the Knoxville community

“

Emerging Leaders has been the best experience I have had in college so far. It allowed me to have conversations with people I would have never had the courage to before. EL has prepared me to make change not only at UT but in my life and others.”

—FALL 2018 EMERGING LEADERS PARTICIPANT

100% of the 2018-19 Emerging Leaders cohort feel confident in their abilities to apply concepts of social change and emotionally intelligent leadership to their leadership experiences on campus.

Multicultural Student Life

Contributes to an inclusive learning environment by enhancing institutional efforts in retaining and graduating students prepared for a diverse global society. We promote the academic success, equality, and leadership development of students through programs and services that holistically address cultural, educational, and civic growth.

CORE FUNCTIONS

- Academic success
- Diversity/inclusion and multicultural education
- Student leadership development
- Mentoring

KEY INITIATIVES

- Diversity Educators
- Leadership to the T
- Multicultural Mentoring Program

SUCCESSSES

Diversity Educators facilitated over 133 workshops to help enhance students' ability to understand their identity development and topics surrounding diversity and inclusion. *Priority 5*

The Diversity Dialogue Symposium provided an opportunity over 250 faculty, staff, and students to engage in conversations surrounding social justice and link the conversations to current events in our nation and local community. *Priority 2, 5*

Over fall break, 27 students and four MSL staff members traveled to Washington D.C. as a part of our annual Cultural Excursion. While there, students and staff participated in service projects, visited the National Museum of African-American History and Culture, and visited various historical sites. *Priority 4, 5*

Over 300 students, faculty, staff, and community members attended the 14th annual Black Issues Conference in February. The conference allowed the group to delve deeper in to issues affecting African American culture while discussing potential solutions. *Priority 1, 2, 5*

LOOKING AHEAD

The Multicultural Mentoring Program: Assessing the needs of our incoming students, as well as creating an enhanced plan to both train our mentors and track our mentees academic and social successes. *Priority 1*

Diversity Educators (DE's): Creating a plan to assess the varying needs of DE's. Currently, we assess the attendees who participate in DE facilitations and would like to explore the in-depth experiences of DE's and how this program is shaping their experience. *Priority 1, 5*

Diversity Dialogue Symposium: Develop a planning committee that consists of faculty, staff, and students to solicit input in the planning process in an effort to build a stronger and more collaborative program. *Priority 2, 5*



“

MSL watered the seed inside of me and held me as I started to bloom on this campus into the leader I am today. Through each of the organizations of MSL I have built character, leadership skills, and relationships that will last a lifetime.”

—MSL DIVERSITY EDUCATOR

More than
300

ATTENDEES AT THE 2019 BLACK ISSUES CONFERENCE, with more than **96.8%** who “agree” or “strongly agree” that they learned more about issues facing the Black community

3

CARL COWAN SCHOLARSHIP STUDENT RECIPIENTS for the 2018-19 academic year

MORE THAN
90

GRADUATING SENIORS AND MORE THAN

100

UNDERGRADUATE STUDENTS with various awards and scholarships celebrated during the Multicultural Graduation and Recognition Ceremony

MORE THAN
1,800

TUTORING APPOINTMENTS were made through MSL's Academic Support Unit

24

DIVERSITY EDUCATORS led more than

133

FACILITATIONS

“

Without MSL and the assistance of their staff, I know that I would not be able to be at UT—for many reasons—but certainly because they believed in me enough to help me find the financial aid and resources I needed. Between the Book Loan Program, being hired as a tutor, and having the opportunity to take classes with the staff, I truly have been able to thrive during my time at UT.”

—MSL TUTOR



27 students and 4 MSL staff members traveled to Washington D.C., as part of the annual Cultural Excursion, where they participated in service projects, visited the National Museum of African-American History and Culture, as well as other historical sites.

“

MSL helped me to understand the identities that I hold. Through learning from the Diversity Educators, tutor trainings, and the staff, I have been able to explore my identities as a white woman and learn the areas of privilege that I have. Because of this, I am able to be a better friend, ally, tutor, future employee, and overall person.”

—MSL STUDENT ASSISTANT

90% of student respondents indicated that they felt comfortable learning and sharing more about their identities and accepted in the environment created by the facilitator in a Diversity Educator workshop.

New Student and Family Programs

To provide a quality transition experience and establish connections for both students and families through **VOLS: Volunteer** community—dedicated to the successful transition of all new students and their families by introducing them to the Volunteer community. **Opportunities**—provides inclusive opportunities for students and families to learn more about the university, get involved on campus, and identify campus resources through various engaging programs. **Learning**—foster learning and development for student leaders, Parents Council members, and staff. **Support**—create a system of support for families to positively influence student success through programming and communications.

CORE FUNCTIONS

- Encourages and promotes engagement and development of students
- Involves families as partners in student success to foster the Volunteer experience
- Orientation, Welcome Week, Parents Association, and Family Weekend events
- Collaborates with campus and community partners to provide opportunities for new students
- Employ undergraduate students to work in leadership positions

KEY INITIATIVES

- New Vols Experience
- Family Engagement/Programs
- New Vols Experience: Welcome Week
- Orientation Leaders

SUCCESSSES

- Rocky T.O.P. Modules**—Implemented online modules via Canvas that allow students to learn more about academics and the resources available to them as they begin their transition to Rocky Top. *Priority 1*
- New Vols Experience: Orientation**—Revised the one-day and two-day orientation schedules to allow for more focus on students' and families' needs during the transition. Thematic engagement was utilized and focused on academics, care and support, mattering and belonging, and the Volunteer spirit. *Priority 1, 4*
- New website**—NSFP launched a new website to create easy access to all that is offered for students and family members. *Priority 3*
- Big Orange Give**—The Parents & Families Fund and Schriver Endowment were showcased through Big Orange Give and surpassed the giving goal by 108%. *Priority 1*

LOOKING AHEAD

- Families as Partners**—Share the Parent/Family Insight & Engagement Assessment to build stronger partnerships with university departments as NSFP looks to further engage families in the Volunteer experience. *Priority 2*
- Rocky T.O.P. Modules**—Expand on the information provided and offer to more students. *Priority 1*
- New Vols Experience: Welcome Week**—Create a more thematic, engaging experience for students by including academics, service, and the Knoxville community. *Priority 1*



98%

OF FIRST-YEAR STUDENTS attended an orientation session

94%

OF STUDENTS feel more prepared to start college after attending orientation

93%

OF FAMILY MEMBERS feel more comfortable sending their student to UT after attending orientation.

18

SCHOLARSHIPS AWARDED to students to support academics, leadership, service, and study abroad opportunities from the Parents & Families Fund

6

GRANTS AWARDED to departments and student organizations from the Parents & Families Fund

“

Being an Orientation Leader has helped me grow tremendously within my leadership skills. I learned how to interact with so many different types of personalities and people from so many different backgrounds. The summer was long but the rewards of having my orientees message me afterwards about the impact I had made on them made everyday worth it!”

—2018 ORIENTATION LEADER



“

The scholarship has supported my overall success as a student at UT. With this scholarship, I have been allowed to be involved in the local Knoxville and campus community, and excel academically without worrying about the financial burden of college. I view this scholarship as a helpful financial award but also as a symbol of growth as a student at UT.”

—PARENT & FAMILIES FUND SCHOLARSHIP RECIPIENT

Pride Center

To provide academic and social support for the LGBTQ+ community at the University of Tennessee. The Pride Center strives to be a space for all members of the UT community to engage with and explore issues relating to gender and sexuality. This mission is accomplished through educational programming focusing on gender identity, gender expression, and sexual orientation; contributions to and maintenance of a campus LGBTQ+ community; and advocating for equitable access for LGBTQ+ students, faculty, and staff on campus.

CORE FUNCTIONS

- Advocacy
- Connection
- Education
- Empowerment

KEY INITIATIVES

- Pride Center community space
- Safe Zone at UT workshop series
- National Coming Out Day
- Ice Cream Social
- Friendsgiving Potluck Dinner
- Lavender Graduation
- Peer-facilitated weekly discussion groups

SUCCESSES

- Relaunched Safe Zone at UT, a workshop series focused on LGBTQ+ allyship, and trained over 245 faculty, staff, and students from October 2018 to May 2019. *Priority 5*
- Over 75 faculty, staff, students, and alumni marched with the UT Pride Center group at Knoxville Pridefest 2019. *Priority 5*
- Added a CSP graduate assistant to our staff to expand capacity and student support. *Priority 2, 5*

LOOKING AHEAD

- Expanding Safe Zone at UT with more workshops *Priority 5*
- Launching LGBTQ+ Peer Mentoring Program *Priority 1, 5*
- Launching PrideList initiative *Priority 5*

PARTICIPANTS

- 170**
National Coming Out Day
Ice Cream Social
- 120**
Friendsgiving
- 90**
Coming Out Monologues
- 95**
Lavender Graduation
- 50**
Transgender Day of
Remembrance Vigil



“

This year I realized that I have spent more time in the Pride Center than I have in my own residence hall. Without the center, UT would have never felt like a home to me, and I am proud that we have a resource like this on our campus.”

“

The Pride Center was the first place on campus I felt fully safe and comfortable to be myself. The center helps me feel empowered and inspired to be exactly who I am while being at UT and I am so grateful for everything the center does for this campus.”

MORE THAN

75

FACULTY, STAFF, STUDENTS AND ALUMS MARCHED with the Pride Center at Knoxville Pridefest 2019

MORE THAN

245

FACULTY, STAFF AND STUDENTS participated in Safe Zone training

To provide and deliver recreational experiences that enhance the growth and well-being of our students and community through programs, facilities, services, and employment.

CORE FUNCTIONS

- Provide accessible, safe, and clean recreational facilities
- Offer a comprehensive slate of attractive and diverse recreation-based programs
- Supply members with quality services that enhance their recreational experiences

KEY INITIATIVES

- Informal recreation (open-gym basketball, pick-up soccer, etc.)
- Fitness (cardio, weights, stretching, etc.)
- Intramural sports
- Sport clubs
- Group fitness
- Personal training
- Aerobic performance and body composition testing
- Outdoor adventure trips
- Outdoor equipment rental
- Indoor rock climbing
- Open-Rec Swim
- Learn-to-Swim Lessons
- Lifeguard Certification
- CPR/First Aid/AED Certification

SUCCESSSES

- Secured new departmental leadership. *Priority 2*
- Increased the hourly rate-of-pay of RecSports student employees. *Priority 1*
- Began evaluating the long-term future of RecSports facilities. *Priority 3*
- Provided 50 intramural leagues and tournaments, 105 weekly group fitness classes, 50 outdoor adventure trips, 37 sport clubs, and 150 aquatic and safety classes. *Priority 1*

LOOKING AHEAD

- The RecSports staff will engage the student population in a series of focus groups surrounding the plan to expand recreation facilities for long-term planning. *Priority 3*
- The RecSports staff will communicate with former graduate assistants regarding the value of their experience and the contribution it has made to their current career. *Priority 1*
- The RecSports staff will undergo a training on inclusion in order to better serve the entire student population. *Priority 5*
- Adjusted the RecSports Special Interest Session presentation and delivery based on the findings from the 2018-19 assessment plan. *Priority 5*
- Repurpose Studio 10 to include a virtual cycling experience for group fitness classes. *Priority 3*
- Rearrange Studio 8 to provide TRX and plyometric-based exercise options for students. *Priority 3*
- Renovate a section of the 2nd floor balcony to provide indoor turf, functional fitness, and additional stretching spaces for students. *Priority 3*
- Implement a new software that allows reporting student usage rates of internal facility features. *Priority 3*
- Hire new staff to coordinate the RecSports Aquatic and Safety Program. *Priority 3*
- Hire new staff to coordinate the RecSports Informal Recreation Services. *Priority 3*

“

Participating with RecSports helps me build confidence and brings peace and an open-mind to focus on my academics and personal life.”



“

Through my participation with RecSports, I feel healthier, manage my time better, manage a cleaner diet, create strength goals, and it provides a sense of mental relaxation and stress relief from academic life.”



596,750

TOTAL CARD SWIPES

from

20,807

UNIQUE PARTICIPANTS

2,980

AVERAGE DAILY PARTICIPATION
(M-F, non-holiday weeks)

6 out of 10

STUDENT PARTICIPANTS
live off-campus

8 out of 10

STUDENTS
identifying with a historically
marginalized population
feel “RecSports has
something for everyone”

Sorority and Fraternity Life

To support 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

- Health and safety chapter engagements
- Cross Council Exchange
- Leadership Summit
- Advisor Conference

SUCCESSES

Diversity and Inclusion—As a result of diversity and inclusion programs such as Cross Council Exchange, representatives with Interfraternity Council (IFC), National Pan-Hellenic Council (NPHC), Panhellenic Council (NPC), and Multicultural Greek Council (MGC), gained awareness about diverse communities and intersections of identities. *Priority 5*

Outreach and Development—Hosted an inaugural Summer Advisor Conference focusing on OSFL strategic priorities, policies and standards, diversity and inclusion, and health and wellness. This was important because it helped OSFL external partners—organization advisors and house corporation volunteers—enhance their knowledge, awareness, and skills to support their local chapters. *Priority 2*

Office Development—Introduced six new strategic priorities: empower students, education, diversity and inclusion, health and wellness, collaboration and partnership, and advocacy. These six key areas help provide structure and understanding of office priorities. *Priority 3*

LOOKING AHEAD

Exploring how OSFL can dive deeper into addressing commitment and collaboration during our Greek Summit Retreat. *Priority 2*

Identify more intentional engagements with advisors throughout the academic year beyond the Summer Advisor Conference. *Priority 2*

Equipping students with skill-based training on how to manage alcohol and drug misuse. *Priority 1*

Identifying small group and larger group activities for Cross Council Exchange that explore either council/chapter awareness across councils, diversity and inclusion, or how chapters can improve collaboration. *Priority 5*



Community Engagement

84% of OSFL chapters collaborated with a registered student organization or campus department.

93% of OSFL chapters hosted or attended a risk management program.

249
PROGRAMS AND ACTIVITIES

163
HEALTH AND SAFETY
PRESENTATIONS

Grant

\$1500 was awarded to OSFL from the New Student and Family Programs Grant.



Advisor Development

92% of chapter advisors found value in attending 2nd annual Advisor Conference.

100% of chapter advisors felt they developed better skill-based tools to advise their respective organizations.

“

It's very easy to only see a certain perspective but, CCE showed me how different identities and different walks of life can share so many different new perspectives.”

—SPRING 2019 CROSS COUNCIL EXCHANGE PARTICIPANT

“

I enjoyed meeting everyone from different councils and learning how to be the best leader I can be.”

—LEADERSHIP SUMMIT PARTICIPANT



90% of students reported that they “strongly agree” or “agree” that spring 2019 Cross Council Exchange helped broaden their perspectives on intersections of identity.

4,598

ACTIVE STUDENT MEMBERS
of OSFL chapters
an increase of 7%

3.23

average
GREEK COMMUNITY GPA
compared to overall
undergraduate GPA of 3.16

\$376,592.57

PHILANTHROPIC FUNDS RAISED
an increase of 11%

60,268

COMMUNITY SERVICE HOURS
an increase of 6%

OSFL chapter members make up

22%

OF THE CAMPUS COMMUNITY

Student Conduct and Community Standards

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

- Educational Sanctions
 - Vols Reach
 - Vols Reach 2.0 for Student Organizations
 - Academic Integrity Matters (AIM)
 - Hazing EDU
- Training and Code of Conduct Education
 - Code of Conduct presentations for students, faculty, and staff
 - Training for Student Life Hearing Officers and Student Conduct Board Members
 - Educational Leadership and Policies Study-Student Conduct Board Training



SUCCESSSES

- Data and Dine September 2018 provided a better understanding of the role of Student Conduct and increased awareness of the conduct issues experienced by students. *Priority 2*
- Promoted integrity and accountability of students through the facilitation of Vols Reach increasing student understanding of the impact of their behavior. *Priority 1*
- Established a baseline rate for students with repeat Code of Conduct violations (recidivism) in a given year. *Priority 3*

LOOKING AHEAD

- Continue to collect and analyze conduct data related to students with repeat Code of Conduct violations (recidivism) to identify trends and address high risk situations. *Priority 3*
- Review educational sanction effectiveness in developing student integrity and accountability. *Priority 3*
- Utilize campus and community training resources to promote diversity and inclusion among Office of Student Conduct staff. *Priority 5*



“

Both of the individuals I worked with (for my 1:1 and my class) were incredible. They listened, they treated me like a human being, and they helped me see how to get past this negative experience.”

83%

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

109

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

79%

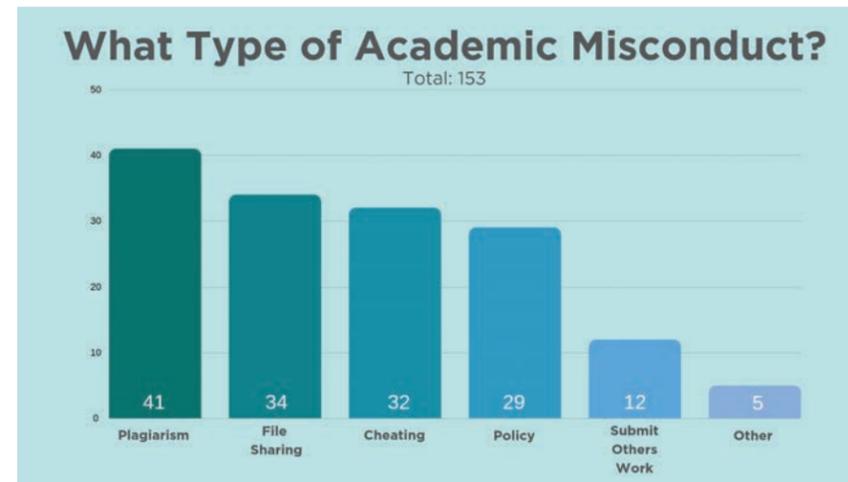
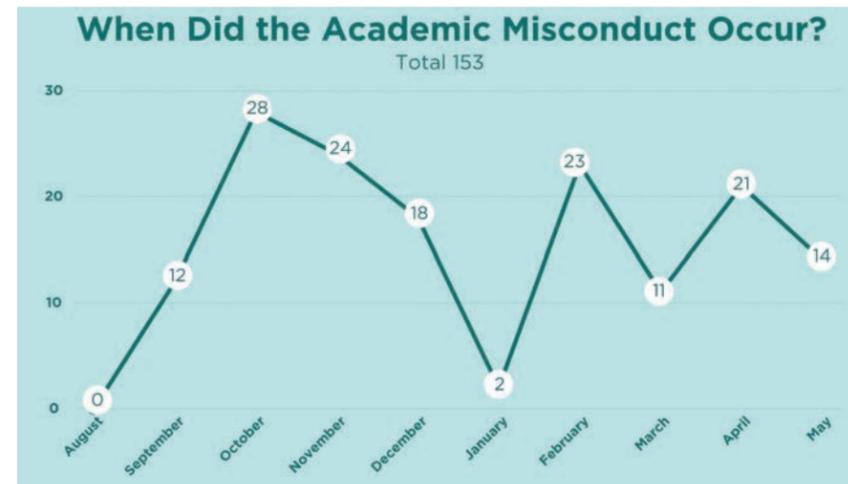
OF SANCTIONS ISSUED were educational

86%

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

“

I really enjoyed my experience. I felt heard and I felt welcomed and respected. This was a big thing for me because I was scared I was going to come in and be attacked. I was very impressed with my experience and how professional everything was.”



The Office of Student Conduct and Community Standards hosted Data and Dine on September 27, 2018 sharing Student Conduct data with more than 50 staff members throughout the Division of Student Life.

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

Psychological services to students including individual, couples, group counseling, crisis intervention, and community referrals (IACS accredited)
Clinical Training program for future psychologists (APA accredited)
Community Outreach and support concerning mental health
Consultation for faculty, staff, and parents regarding student mental health

KEY INITIATIVES

JED campus initiative to develop a campus-wide approach to suicide prevention, substance abuse mitigation, and overall emotional health on campus
Seek to meet increased demand for services by hiring an additional therapist and increasing student use of groups, workshops, and online self-help
Address student concerns regarding access to services (e.g. the triage process and length of wait time between triage and ongoing sessions)

SUCCESSSES

Successfully hired an additional therapist to meet the needs of a diverse campus. *Priority 1, 5*
Instituted the JED campus initiative with a four-year strategic plan to enhance our efforts in suicide prevention, substance abuse mitigation, and creating a healthier campus climate. We established 5 subgroups to work on 5 selected objectives for focus this year; means restriction, emergency response, postvention procedures, gatekeeper training, and leave policies. *Priority 1*
Participated in a JED Foundation supported study on the mental health needs of students of color. Conducted a focus group for students of color in November and continue to use that feedback to inform services. *Priority 5*
Specifically placed a therapist at the Frieson Black Cultural Center for selected hours each week to make a counselor more accessible to students of color. *Priority 2, 5*
Enhanced engagement with students across campus through multiple meetings with stakeholders and student groups (e.g. Provost's Advisory Council, SGA, Active Minds, students of color focus group, and piloting of therapist on site at Frieson Black Cultural Center.) *Priority 2*

LOOKING AHEAD

Means restriction: Complete the development of signage for posting at high-risk areas such as parking garages. We plan to post these new signs throughout campus during the fall 2019 semester. The signs will highlight crisis contact information for persons who are considering suicide in the high-risk areas. *Priority 1*
Hire a Multicultural Specialist Psychologist and providing leadership in enhancing our cultural responsiveness as a center. *Priority 5*
Full establishment and development of our Student Advisory Council. *Priority 2*
Improve student experience with brief assessment by clarifying expectations and purpose of this service. *Priority 1*
Pilot a "Let's Talk" program by placing counselors on designated sites around campus to be available for informal consultation (e.g. Frieson Black Cultural Center, College of Law, Arts and Architecture, Student Union.) The purpose is to reduce stigma and encourage healthy conversations about stressors. *Priority 2*
Implementation of routine electronic survey of customers in our center to obtain more robust feedback of student experience. *Priority 3*
Increase utilization of supplemental supports including workshops and online through Therapy Assistance Online (TAO) Connect. *Priority 3*



“

This place has been amazing to me. I love everyone that I have worked with. Without this place I don't know where I would be.”

14,317

COUSELING CONTACTS to
2,464
unique students

1,374

PSYCHIATRIC CONTACTS to
464
unique students

15,691

TOTAL MENTAL HEALTH
SERVICES PROVIDED
to 2,600 unique students
an increase of 11%

410

SUICIDE PREVENTION
GATEKEEPERS
trained through QPR

98%

STUDENTS RECEIVING
SERVICES
were "satisfied" or "very satisfied"

“

My access to counseling every other week made it possible for me to keep my focus in school.”



“

I think the Counseling Center is an amazing resource, and all of the staff are skilled and confident.”

“

The group that I attended was extremely helpful. I wish I had taken advantage of this facility sooner.”

Student Disability Services

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

CORE FUNCTIONS

- Accommodate students to provide equitable access
- Enhance accessibility of campus programs
- Provide support for students with disabilities
- Educate the campus community about serving students with disabilities

KEY INITIATIVES

- Accommodation plan development
- SDS Testing Center
- Note taking services
- Provide interpreting and transcribing services
- Organize sign language interpreter workshops
- Peer mentoring program
- Presentations to student groups, campus partners, and faculty

SUCCESSES

- The peer mentoring program formally began with 20 peer mentors recruited and trained. SDS developed materials to advertise the program to incoming students throughout summer 2019. *Priority 5*
- SDS increased the number of scholarship applicants for the two scholarships administered by SDS, by 225%. *Priority 1*
- SDS increased the number of presentations to the campus community by 35% from 2017-18 to 2018-19. *Priority 2*
- The first note taker appreciation event was held in effort to retain note takers. *Priority 5*
- SDS developed a new workflow process for the Testing Center, resulting in continuity and efficiency of services, as well as a reduction in staff overtime hours. *Priority 3*

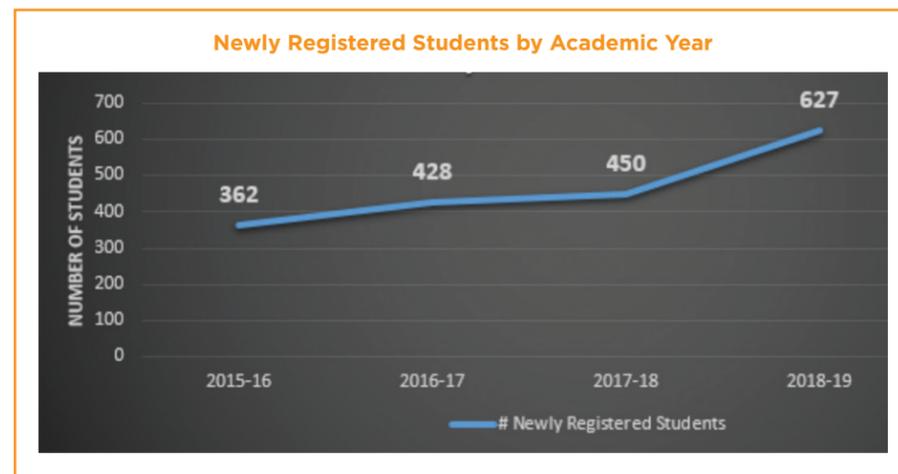
LOOKING AHEAD

- Based on feedback from students who received note taking services during fall 2018, changes will be made to messaging about the note taking accommodation. This will include new materials for the welcome packet. *Priority 1*
- Based on survey feedback from a presentation for the Multicultural Student Life peer tutors, SDS will enhance the information provided in presentations about who we serve in terms of types of disabilities. *Priorities 2, 5*
- Based on survey feedback received from newly-trained SDS peer mentors, next year's training will include more information about the role of a peer mentor. It will also include some great tips and resources shared by mentors during the course of the training sessions. *Priority 1*
- Based on data analysis, SDS will increase its effort to recruit a more diverse note taker pool. *Priority 5*



627

STUDENTS were newly registered with SDS in 2018-19



“

I've been met with nothing short of great hospitality since first coming to SDS. The staff seem to genuinely care and it's apparent.”

2,707
NOTE TAKING REQUESTS FILLED
an increase of **29%**

6,161
PROCTORED TESTS
an increase of **16%**

11
SCHOLARSHIPS AWARDED FOR A TOTAL OF **\$19,500**

TRANSCRIBING HOURS INCREASED BY **84%** in Fall 2018 and **77%** in Spring 2019

APPROXIMATELY **75%** OF FACULTY received an accommodation letter

99.8% OF 451 RESPONDENTS understood what they needed to do to utilize accommodations following a welcome meeting

“

My note taker is probably one of the best note takers I've had, if not the best. Their notes have been so, so, so helpful.”

“

I am a transfer student here and the care and respect SDS possessed made me feel even more welcomed here at this school.”

Student Government Association

Provide the student body with a means to deal with the affairs of students and as a forum for the expression of student views concerning student life within the university.

CORE FUNCTIONS

Policy making; student programs and initiatives; student activism; student engagement

KEY INITIATIVES

- Smokey's Professional Clothing Closet
- Welcome Week's Slap the Rock
- All Vol Tailgate
- Big Orange Friday
- Homecoming Bonfire
- Creed Week
- Aloha Oé ceremony
- Vol Rides
- Free water in Neyland Stadium
- Alumni engagement
- Voter registration
- Student Services Reveal

SUCCESSES

Affinity—Big Orange Friday is a collaborative effort with UT Athletics that encourages all members of the Volunteer family to wear orange every Friday to celebrate and support the university. Governor Bill Haslam declared October 1, 2018 "Big Orange Friday" state-wide. Other affinity-based events included, SGA's partnership with United Residence Hall Council (URHC) on the 5th annual All Vol Tailgate (AVT). AVT serves as a free, safe environment for students to gather before games. In spring 2019, SGA received URHC's "Partner of the Year" award. SGA's Diversity Affairs Committee hosted a one-day installation of the Unity Project to "raise consciousness about the labels we give ourselves and others and explore how those labels both support and limit building interconnected, interesting communities." *Priority 5*

Collaboration—Smokey's Closet broadened their partnership with the Center for Career Development, JCPenney, National Retail Federation, and the Department of Retail, Hospitality and Tourism. Assessment findings indicated that students have, on average, less than \$60/semester to spend on professional clothing. The spring semester involved moving to a new, more accessible space and support from the Chancellor's Excellence Fund. SGA's undergraduate student senate and the executive branch advocated for several student support services via legislation and meetings with campus administrators. Such successes include advocating for counseling support services, an interfaith space, and the UT FUTURE program. SGA, in collaboration with the Center for Student Engagement, started a travel award process to support student organization travel. *Priority 1, 2*

Alumni Engagement—In preparation for the centennial anniversary of Student Government Association, SGA launched a quarterly newsletter and appointed an SGA Alumni Coordinator. SGA hosted several events during the 2018-19 academic year including an SGA alumni weekend during Homecoming, Nashville alumni dinner, multiple Student Union tours for former SGA leaders, and a special celebration following the opening of Student Union Phase II. *Priority 2*

LOOKING AHEAD

SGA 100th Anniversary Celebration—In spring 2020, SGA will celebrate its 100th year at UT. In collaboration with former SGA members, UT Special Collections, and UT Alumni, the spring 2020 semester will feature an on-campus SGA reunion and centennial celebration. SGA restored the SGA historian position which will work directly with maintaining accurate records for past, current, and future SGA executive teams. *Priority 2*

Smokey's Closet—We will continue partnerships across campus, within the community, and with various retailers. *Priority 1*

Campus Resource Campaign—SGA's priority to increase student awareness about important campus resources launched their Campus Resource Campaign. SGA's social media will feature important, timely campus resources for the student body. *Priority 1, 2, 3*



633

STUDENTS SERVED BY SMOKEY'S CLOSET weekly hours and private appointments

Smokey's Closet received **\$11,000** in private support

ADVOCATED 3

OER GRANTS WORTH \$10,000 THAT COLLECTIVELY HELPED SAVE STUDENTS

\$816,000

in partnership with the UT Library, Student Life, and the Office of the Dean of Students

ALLOCATED THE FIRST

\$1,000

for the SGA Centennial Leadership Scholarship



“

FYC has allowed me to meet new people, make connections, and advocate for students.”

—FIRST-YEAR COUNCIL MEMBER



“

I learned how to communicate more efficiently with people of all backgrounds.”

—FIRST-YEAR COUNCIL MEMBER

Student Health Center

Provide a comprehensive, moderate-complexity program of primary health care services relevant to the needs of eligible University of Tennessee students. These services shall include personal health care, health promotion and education, consultation, and educational experiences for selected students pursuing careers in health professions.

CORE FUNCTIONS

- Acute care/triage
- Primary care
- Sports medicine and physical therapy
- Women's health
- Allergy/immunizations and travel
- Lab and x-ray
- Pharmacy

KEY INITIATIVES

- Provide health services which are accessible and of high quality
- To empower students to ask questions and become a partner in their health care decisions
- Facilitate student retention and optimize the student experience by avoiding unnecessary interruption in the student's educational experience through early and ongoing attention to health related concerns
- Assist in the referral to other health care providers as required by the needs of the patient
- Provide individual health education to promote positive health choices
- Serve as an academic resource through the offering of educational experiences for selected students pursuing careers in the health and wellness professions
- Provide all services in a professional, caring, and considerate manner to ensure that individuals and groups receive the optimum benefit from the services rendered

SUCCESSES

Three year re-accreditation by the Accreditation Association for Ambulatory HealthCare with all 685 applicable standards scoring as substantially compliant. *Priority 2*

Attained 98% overall patient satisfaction rating from American College Health Association surveys. *Priority 1*

Total time elapsed from lab order processing to results received remained consistent with historical Student Health Center laboratory data indicating a well maintained workflow efficiency and quality of service delivery to students/patients. *Priority 3*

LOOKING AHEAD

Concurrently with the deployment of a new Health Center Radiology Suite, comprehensive healthcare data analytics will be used to track and benchmark overall patient care and workflow efficiency of x-ray services offered at the Health Center. *Priority 3*

Student engagement will be enhanced through collaboration with Student Life Communications and Center for Health Education and Wellness. The Health Center will implement student-level health promotion and education on all relevant health topics via online digital marketing and social media efforts. *Priority 1, 2*

Students that receive services and care from the Student Health Center will report that they are satisfied with the efforts of the department to provide the most positive, safe, and appropriate healthcare experience. *Priority 1*

As a result of equity and diversity training, Student Health Center staff will be able to promote a collaborative, supportive, and respectful environment that increases the participation and contribution of the staff and student population. *Priority 2, 5*



“

I am just so impressed with the appearance of the Student Health Center and the professionalism of the staff. I have been looking for medical answers for so long and this visit made me feel like I was heard and like my problems were valid.”

42,543

STUDENT INTERACTIONS

35,532

HEALTH CENTER APPOINTMENTS

9,761

UNIQUE STUDENT SERVED (excluding Pharmacy visits)

“

Excellent service with prompt and thorough care, tailored well to student's needs!”

“

I have never had a negative experience at the Student Health Center. The staff are always so kind and attentive.”

2,778

FIRST TIME STUDENT VISITS to the Student Health Center

8,172

TRIAGE VISITS (In-person and telephone)

13,491

ELECTRONIC PRESCRIPTIONS sent by Health Center Providers

9,101

LABORATORY VISITS

23,878

LABS PERFORMED

1,626

X-RAY EXAMS PERFORMED

“

The medical professionals at the Student Health Center are courteous, honest, and straightforward. It has always been difficult for me to say I enjoyed going to see medical professionals due to many negative experiences at other clinics. However, I can say that I did enjoy my experience at the Student Health Center because I felt heard!”

Student Media

Provides resources in support of a positive and 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 the faculty, staff, students and events

KEY INITIATIVES

- Daily Beacon
- Phoenix literary magazine
- Honey magazine
- UT Housing Guides
- On Rocky Top
- Lumos multimedia production agency

SUCCESSSES

- Student staff produced the highest number of videos of any past OSM student staff. The higher number of videos reach a larger audience and give more experiential learning opportunities in various production and news related fields. *Priority 3*
- After students attended the fall workshop Sensitivity and Communications Training, student journalism staff are confident in their ability to report news in an unbiased manner. *Priority 5*
- Using pre- and post-surveys, our student leadership staff reported more confidence in their ability to lead the newsroom, sale staff, video staff, and design staff. *Priority 1*

LOOKING AHEAD

- Through improvements of gear quality and more experienced students, the Office of Student Media student staff will create higher quality video pieces. These videos will inform and educate a larger audience and be entered into multiple contests. *Priority 3*
- Enhance student skill development by surveying specific skills for various departments throughout the semester. *Priority 1*
- Train student leadership to focus on multicultural student life in order to provide coverage to the characteristics and needs of multicultural communities. *Priority 5*



“

Working at the Daily Beacon grants real world experience in everything from print to digital, which is something you can't learn in a classroom. Combining hands-on experience with forging relationships with mentors and friends, the Office of Student Media is designed to help students learn more about their career field while also supporting them through school.”

—DAILY BEACON EDITOR-IN-CHIEF

“

Working in Student Media has taught me more about my future career field, journalism, and has engrained valuable life and business skills in me through work in leadership, management and public relations. The opportunities presented to me, including editing, writing and leading a team of other students in sharing the news with our campus, have helped me create great memories and connections. My advisors in Student Media been strong mentors for me as well.”

—DAILY BEACON MANAGING EDITOR



2.4M

TOTAL PAGE VIEWS
in 2018

1,942

DAILY BEACON
NEWSLETTER SUBSCRIBERS

120

VIDEOS PRODUCED
since August 2018

7,609

TWITTER FOLLOWERS

2,000

Average impressions
per day

5,085

FACEBOOK FOLLOWERS

2,000

Average impressions
per day

2,542

INSTAGRAM FOLLOWERS

1,000

Average impressions
per day

Student Union

Partner with students to provide services and an intentional use of space to promote community, student learning and development, as well as a sense of belonging.

CORE FUNCTIONS

- Provide a living room and meeting space for the UT community
- Guidance and technical support to produce successful events
- Learning opportunities for student employees
- Cost-effective printing solutions to the campus community

KEY INITIATIVES

- Successfully host and produce over 8,000 events/bookings for UT student organizations, university departments, and external clients
- Activate the Gallery and Union public spaces with relevant art and regular community programs
- Incorporate the Role of the College Union in daily operations, training and campus communications
- Expand and enhance student employee training and assessment

SUCCESSES

The Student Union team opened a new Student Union facility and operation, facilitating the successful transition of administrative offices (Dean of Students, Union Administration, Visitors Center, Office of Sorority and Fraternity Life, Jones Center for Leadership and Service, Center for Student Engagement) and retail/student services (UCopy, Union Station, Box Office, UT Federal Credit Union, and two Aramark retail operations) into the Student Union, supporting move-in, access control, policy communication, etc. *Priority 3*

In the first four months of operation, the Student Union hosted and produced over 2000 events/bookings for UT student organizations, university departments, and external clients. *Priority 2*

Hired and trained nearly 100 student staff to support eight functional areas within the operation. *Priority 1*

Significant university gains resulted from the opening the new Student Union including: *Priority 3*

- The Visitors Center has reported a 34% increase in the number of prospective students and families the operation can accommodate for tours,
- 12 spaces within Phase II of the Union have yielded donor gifts amounting to over \$5 million in gifts to the university,
- Aramark reports significant traffic in Phase II, both in catering and retail.

LOOKING AHEAD

Manage facility and operation to ensure good stewardship of student fees and financial resources. *Priority 1*

Work with vendors and enhance student training in order to ensure the Student Union is the provider of choice for audio visual needs. *Priority 1*



“

It was such an honor to be part of the grand opening of the auditorium! The staff was ready and willing to work alongside our crazy crew, and the space was incredibly nice and well equipped!”

—STUDENT EVENT PLANNER



2,051

EVENTS SUPPORTED during spring 2019 (more than the entire previous year)

97

UNIQUE RECOGNIZED STUDENT ORGANIZATIONS reserved space

SU 270

MOST FREQUENTLY USED SPACE

OVER **75,000**

TRANSACTIONS at Rising Roll and Steak 'n Shake

120

UNIQUE RESERVATIONS for space placed by university departments

3,655

AVERAGE NUMBER OF PEOPLE passed through the Student Union during summer 2019



319

BLOWN GLASS FLAMES SURVIVED the semester without breaking

University Housing

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 (LLC's)
- Emergency call center
- Student leadership development

SUCCESSSES

Nearly 92% of LLC students surveyed indicated agreement with meeting at least one LLC learning goal during the academic year. *Priority 1*

100% of students participating in ELPS 350 strengthened their cultural awareness and self-awareness by completing a diversity exploration assignment. *Priority 5*

The majority of RA's participating in QPR suicide prevention training completed assessment to guide modifications for future staff trainings. *Priority 1*

LOOKING AHEAD

Revise RA community development model. *Priority 1*

Implement computerized inventory control system. *Priority 3*

Develop and implement departmental onboarding/orientation program. *Priority 1*

Assess and enhance hall tour program. *Priority 1*

Implement new housing assignment software system. *Priority 3*



Other University Housing Successes

- Completed construction of two new residence halls and opened for summer 2019 conference use
- Relocated and combined multiple offices into a centralized University Housing office in Magnolia Hall
- Revised Custodial Certification Program curriculum
- Relocated students and conducted significant mold remediation in Laurel Hall
- Accommodated a significantly larger first-year student class on campus
- URHC hosted SAACURH Regional Business Conference



7,197

TOTAL STUDENT RESIDENTS

415

HOUSING TOURS CONDUCTED

1,125

HOUSING TOUR GUESTS

30,425

CUMULATIVE ATTENDANCE

at

1,729

RA PROGRAMS

19

LIVING AND LEARNING COMMUNITIES

with

1,180

STUDENTS TOTAL

\$20,240

RAISED FOR HABITAT FOR HUMANITY

22,016

WORK ORDERS PROCESSED

116,086

PACKAGES PROCESSED through residence hall mailrooms



“

I firmly believe that community is an essential aspect of college success, whether it be based around academics, sports, or hobbies, etc. I have greatly enjoyed being a part of the AFROTC LLC thus far because it is composed of students with a variety of backgrounds and majors all with a common cause—to help each other excel in AFROTC. Each student brings what they can to the table and we all work together to make sure everybody is flourishing academically, physically, mentally, and emotionally.”

—AIR FORCE ROTC LLC MEMBER

Student Life Assessment and Strategic Initiatives

Facilitates assessment, evaluation, planning, and other research activities that actively contribute to a culture of evidence. Through training and skill development, OASI helps departments embed these areas into their programs and services and enhance learning for all students.

CORE FUNCTIONS

Skill development and training
Program review facilitation and administration
Development of mission statements, strategic plans, KPIs, and evaluation tools
Continually improve and enhance learning for all students

KEY INITIATIVES

eVOLve newsletter
Annual planning meetings
Assessment Steering Committee
Assessment Champions
Annual Assessment Symposium
Professional development/education

SUCCESSSES

2019 Assessment Symposium hosted more than 75 staff and faculty from across the university focusing on strategic planning and assessment, alternatives to surveys, and social justice and culturally responsive assessment. *Priority 2, 5*
New annual planning meetings were held to provide each department with the guidance and working time to intentionally approach the upcoming year through the collection of evidence. *Priority 2, 3*
The eVOLve newsletter was re-envisioned through a collaboration with Student Life Communications. *Priority 2, 3*

LOOKING AHEAD

Assessment and strategic planning activities are being consolidated into the Campus Labs platform to streamline the process and provide better reporting. *Priority 3*
A new survey process is being implemented to lessen student survey fatigue and stronger accountability for those giving surveys. *Priority 3*
Annual planning meetings will be divided into two meetings to help keep the content clear allowing the ending of one cycle prior to any discussions about the following cycle. *Priority 3*



“

Assessment is not a one superhero job! Utilize the knowledge, experiences, etc. of colleagues!”

—2019 ASSESSMENT SYMPOSIUM ATTENDEE

100%

PARTICIPATION in assessment planning and reporting

21

ASSESSMENT CHAMPIONS

“

I learn so much each time we chat. You're invaluable to many, assessment sherpa.”

—DIVISIONAL PARTNER

OVERSIGHT OF
244

SURVEYS CONDUCTED by the Division of Student Life

78.6%

increase in ASSESSMENT SYMPOSIUM ATTENDANCE

Student Life Communications

Supports the departments within the Division of Student Life, providing creative solutions to maximize initiatives that serve our students and the UT community. We strive to uphold the university's brand guidelines to strengthen the identity and reputation of Student Life, illuminating the unique story of the Volunteer experience.

CORE FUNCTIONS

Storytelling
Creative solutions
Brand management
Organizational development

KEY INITIATIVES

Graphic design support
Illuminate newsletter
Feature stories

SUCCESSSES

Created a process to offer graphic design support to Student Life departments. *Priority 3*
Increased the number of Student Life feature and news stories. *Priority 2*
Created a presence on social media. *Priority 2*
Maximized *Illuminate* weekly newsletter to share the successes of Student Life. *Priority 2*

LOOKING AHEAD

Determine office efficacy by comparing the number of projects completed each semester. *Priority 3*
Evaluate project satisfaction through post-project surveys. *Priority 3*
Measure the baseline knowledge of campus stakeholders by identifying the degree of understanding regarding the Division of Student Life's functions, resources, and interactions with the campus community. *Priority 2*

JANUARY 1, 2019–JUNE 30, 2019

20,904

VISITS TO STUDENTLIFE.UTK.EDU with 54.9% growth in unique users

79.4%

FOLLOWER GROWTH ON TWITTER

72

FEATURE STORIES

51

DESIGN PROJECTS COMPLETED with multiple deliverables each

“

This team has been essential to meeting our communication goals! We work with a large audience with multiple stakeholders and SLC is great at helping us implement strategies to best fit our needs and maximize reach. Beyond communication strategy, the design services offered by the team have helped us to create high quality assets that go above our expectations.”

—DIVISIONAL PARTNER

PAST DESIGN PROJECTS



Student Life Technology Services

Supports the Division of Student Life with hardware, software, and information service offerings to facilitate Student Life's efforts to provide students with a scaffolding to encourage positive academic and life outcomes. Our scope of service falls broadly within the areas of inventory procurement and management, software licensing and management, data stewardship, as well as service and support for Student Life leadership, staff, and other stakeholders.

CORE FUNCTIONS

- Inventory procurement and management
- Software licensing and management
- Data stewardship
- Service and support

KEY INITIATIVES

- OSFL Roster Management
- Event attendance tracking
- Hardware and software procurement standardization
- HelpDesk services

SUCCESSES

Produced OSFL's Roster Management web application and further development of an event attendance tracking application, to help Student Life departments make participation and affiliation data more readily available to both internal and external partners. *Priority 3*

Purchased an asset management software suite to track hardware purchases and software licenses for all division departments, which will greatly aid future procurement planning. *Priority 3*

Worked to improve gate access for students attending games at Neyland Stadium and Thompson Boling Arena. *Priority 3*

LOOKING AHEAD

Will establish an information clearinghouse inclusive of existing licensed software within the Division of Student Life. *Priority 3*

Will produce formal policy documentation to ensure compliance with campus policy, standards, and best practices specified in the Office of Audit and Compliance's documentation request provided to the Division of Student Life. *Priority 3*

Implement departmental policy which ensures that professional development opportunities that are aligned with division diversity initiatives are included annually for technology staff. *Priority 5*

IMPLIMENTED TECHNOLOGY SOLUTIONS IN

2

NEW RESIDENCE HALLS including card and door access, time clocks, computer and printer deployment, and network and software implementation

supporting

872

STUDENTS

4

EXPERIENTIAL LEARNING positions for students

FACILITATED

11

OFFICE RELOCATIONS due to the opening of Student Union Phase II and two new residence halls

“

Technology Services facilitated a quick and easy transition into our new office. They guided us in purchasing appropriate equipment for our student work stations. We were up and running in no time, thanks to their support!”

—DIVISIONAL PARTNER



Student Life Awards

NEW STAFF MEMBERS OF THE YEAR

Michèle Dorsainvil
Chandra Myrick
LaShanda Eskridge

STAFF MEMBER OF THE YEAR

Abigail Brumfield

CIVIC ENGAGEMENT AWARD

Staff
Jennifer Pierce
Kay Sisco
Student
Hannah Chong

COMMITMENT TO DIVERSITY AND INCLUSION

Staff
Brandon Harris
Student
Hannah Chong
Student Organization
Advocates for Autism
Latin American Student Organization

FRIEND OF THE DIVISION

Dorian McCoy

HEALTHY VOL

Staff
Billie Amateus-Salaam
Student
Molly Graham

INNOVATIVE PROGRAM OF THE YEAR

Office
Diversity Dialogue Symposium
Student Organization
Brain Awareness Campaign

SERVICE EXCELLENCE

Robert Hill

UNSUNG HEROS

Staff
Carmenelette Rawls
James Kelly
Student
Anu Kumar
Anita Voorhees
Emily Hicks

GRADUATE STUDENT OF THE YEAR

Mary-Kate Hovanic

SMALL ORGANIZATION OF THE YEAR

Diversity Educators

LARGE ORGANIZATION OF THE YEAR

Society of Women Engineers
Volthon

NEW ORGANIZATION OF THE YEAR

Thriving After Trauma

STUDENT ORGANIZATION ADVISOR OF THE YEAR

James McIntyre

RISING LEADER OF THE YEAR

Joseph Paschall

LEADERSHIP LEGACY AWARD

Jessica Ossyra





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