



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

DIVISION OF
STUDENT LIFE
ANNUAL REPORT

2020-21





Letter from Vice Chancellor

Frank Cuevas



I am proud and excited to share with you the University of Tennessee, Knoxville, Division of Student Life 2020-21 Annual Report. In the coming pages, you will read about our team's many 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 the university.

Last spring, the university finalized and launched the campus-wide strategic plan. We will soon launch our own strategic plan to share our vision, mission, values, and goals within the context of our role in supporting student learning.

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

Sincerely,

Frank Cuevas
Vice Chancellor for Student Life

TABLE OF CONTENTS

03

LETTER FROM THE VICE CHANCELLOR FOR STUDENT LIFE

04-05

MISSION, VISION, VALUES SENIOR LEADERSHIP, AND ORGANIZATION

06-39

YEAR IN REVIEW

- 06 Center for Health Education & Wellness
- 08 Center for Student Engagement
- 10 Dean of Students
- 12 Jones Center for Leadership & Service
- 14 Multicultural Student Life
- 16 Pride Center
- 18 RecSports
- 20 Sorority & Fraternity Life
- 22 Student Conduct & Community Standards
- 24 Student Counseling Center
- 26 Student Disability Services
- 28 Student Health Center
- 30 Student Media
- 32 Student Union
- 34 University Housing
- 36 Student Life Communications
- 38 Student Life Assessment & Strategic Initiatives
- 39 Student Life Technology Services

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.



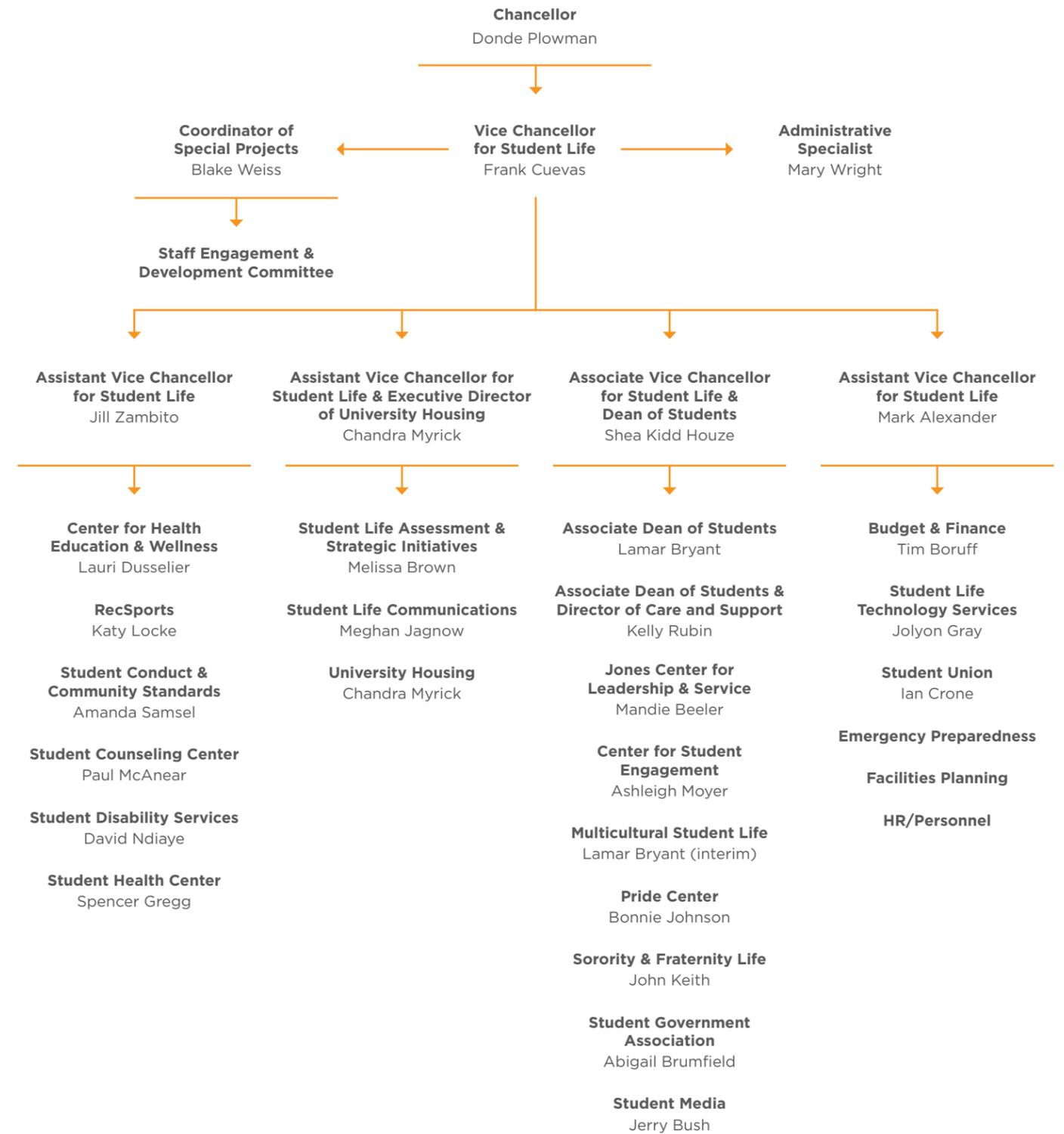
SENIOR LEADERSHIP

- Frank Cuevas**
Vice Chancellor
- Shea Kidd Houze**
Associate Vice Chancellor and Dean of Students
- Mark Alexander**
Assistant Vice Chancellor
- Chandra Myrick**
Assistant Vice Chancellor
- Jill Zambito**
Assistant Vice Chancellor



THE UNIVERSITY OF TENNESSEE, KNOXVILLE DIVISION OF STUDENT LIFE ORGANIZATIONAL CHART

Revised September 10, 2020



Center for Health Education & Wellness

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

CORE FUNCTIONS

Promote positive health behaviors in the areas of interpersonal wellness, sexual health, alcohol and other drug risk reduction, and general health and wellness

Improve the health and wellness of the university's employees

Empower Vols 2 Vols Peer Health Educators to educate their peers

KEY INITIATIVES

Group level programs on sleep promotion, stress reduction, sexual health, consent, 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

VOLS 2 VOLS Peer Health Educators
Employee Wellness

SUCCESSES

Launch of Vols CARE for student organizations and Sleep Well Series for employees

Coordination of four flu vaccine clinics

Implementation of two new programs for First-Year Studies: Mental Well-being Module and Chit Chat with CHEW

Received feedback from University Housing facilities staff on desired information and resources related to wellness

LOOKING AHEAD

Development of a strategic plan

Second dissemination of nationally recognized health survey

Focus groups to inform the development of Healthy Lifestyles II



1,693

FIRST-YEAR STUDENTS completed the Mental Health Well-Being Module

549

TOTAL ATTENDEES AT 27 "Chit Chat with CHEW" programs

130

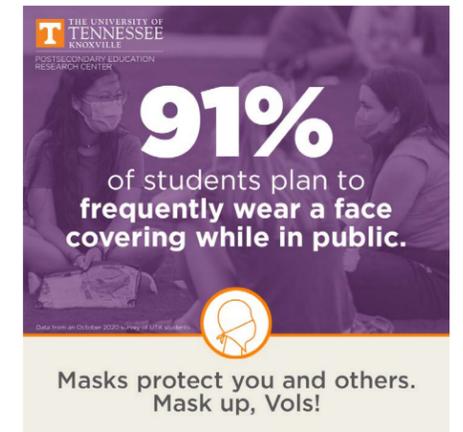
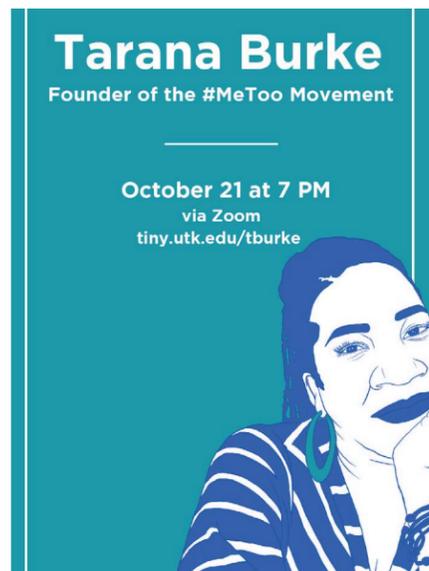
BRIEF ALCOHOL SCREENING AND INTERVENTION SESSIONS

1,003

PARTICIPANTS at Flu Vaccine Clinics

13

STUDENTS completed NASPA's Certified Peer Educator (CPE) Training Program



FACULTY & STAFF WELLNESS ENGAGEMENT

300
Fall Step Challenge participants

185
Sleep Well Series participants

100
Employee Health and Fitness Week participants

124
University Housing Wellness Incentive recipients

22
Grow with Be Well gardening participants

“

The CHEW presentation was probably my favorite out of all of the presentations this semester. Billie did a fantastic job presenting the information in a very understanding way. It was a great initial overview of health-related topics and the resources offered by CHEW.”

—FIRST YEAR STUDIES INSTRUCTOR

“

I really appreciated this program. It gave me practical, easy to implement changes and a renewed focus on health and wellness. Thank you so much!”

—EMPLOYEE WELLNESS OR HEALTHY LIFESTYLE PARTICIPANT



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

- Connects students with an array of involvement opportunities.
- Educates student organizations with resources and leadership training opportunities to support all aspects of organization development.
- Advises and supports student organizations on responsible financial management and event planning.
- Oversees VOLink, the online organizational management portal, and the events and socialization request process.
- Hosts campus events, ranging from contemporary issues to arts and culture to entertainment.
- Encourages tradition and innovation in campus programming.
- Fosters a meaningful and memorable engagement experience.

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
- Student-focused Homecoming Initiatives and Programs
- Student Engagement Awards
- On-campus banking for 200+ student organizations with over \$1 Million in transactions annually
- Co-Curricular Transcript
- “Don’t Cancel this Class” Initiative

SUCCESSES

- CSE will be creating social programs for graduate students in the fall 2021. Many of the events will be social in nature (Graduate Student Trivia Night and Night at the Zoo) where students can come together and build community. CSE will also be offering off-campus events at other locations in Knoxville to help with building community, but also helping to connect with Knoxville (Knoxville Ghost Tour, Axe Throwing, Night at Main Event, etc.).
- More resources available for student organizations to reserve from CSE including a photo booth, Cricut machine, large speaker, wagons, and craft materials for student organizations. CSE is working with the Student Union to develop a UCOPY package order process where students could order a package for their student organization print copies at no cost to the organization.
- Accomplishment wall or recognition box for awards, honors, competition wins, etc. for student organizations so we can shoutout the student organizations who are doing great work.

LOOKING AHEAD

- Looking forward, CSE is planning to assess programming interests of students to help CSE and CEB guide programming decisions. CSE is planning to survey students who have attended events and students who have not attended events.
- CSE is planning to conduct focus groups for student organization members about the impact involvement has had on their leadership experience.
- Finally, CSE is exploring an assessment of learning for the Adulthood 101 programming series to span the course of the year.

10,560

STUDENTS
attended

160

CSE-HOSTED EVENTS

332

STUDENTS
attended

3

EVENTS FOR GRADUATE
STUDENTS

2,692

STUDENTS
attended

33

CEB-HOSTED EVENTS

2,245

STUDENTS
attended

15

SPIRIT WEEK EVENTS,
which replaced homecoming
during the COVID-19 pandemic

“

My most valuable learning experience has been learning to delegate tasks to others on my executive team. I learned early in the year I need help to manage a new organization campus.”

11

STUDENT ORGANIZATION PRESIDENTS participated in the Rocky Top Presidents Institute, a six-week leadership course

27

NEWLY REGISTERED
STUDENT ORGANIZATIONS

518

TOTAL STUDENT ORGANIZATIONS

12

STUDENT ORGANIZATIONS received travel funds for in-person or virtual experiences

191

TOTAL STUDENTS IMPACTED



22,834

POUNDS OF FOOD COLLECTED DURING TOWER OF CANS



providing

19,000

meals through partnerships with FISH Pantry and Smokey’s Pantry

\$35,164

RAISED FOR STUDENT ORGANIZATIONS during Big Orange Give

350+

DONATIONS RANGED FROM \$3.34-\$1,000

“

I have always thought campus programs are a good resource for all students, but these unprecedented times of a global pandemic made me realize how important they are for our mental health. This semester CSE had numerous in-person and virtual events happening every day I could join at my convenience in between the graduate research to refresh my mind.”

—PH.D. STUDENT IN BIOSYSTEMS ENGINEERING '22

Dean of Students

The Office of the Dean of Students is dedicated to cultivating an inclusive learning community for students at the University of Tennessee, Knoxville. We value leadership and service, mattering and belonging, and compassionate care as essential themes of the student experience. Through a holistic approach, our departments work to accomplish our mission through transformative experiences, events and initiatives that complement the mission, vision and values of the university and the Division of Student Life.

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

Student Emergency Fund

Crisis response for COVID-19

Family Engagement

SUCCESSES

Hosted internship and practicum students from the College of Social Work, College Student Personnel program, Department of Supply Chain, and two distance interns.

The Care & Support team partnered with the College of Social Work to include two internship positions for first year Master's students serving as case manager interns.

Hosted virtual programming for current students to create connection during the pandemic with Quarantine with the Dean including a featured event in collaboration with the academic deans. Family Engagement hosted nine virtual events for Fall Family Weekend.

In collaboration with UT Alumni, DOS relaunched the Student Emergency Fund to support students experiencing financial hardship due to COVID-19.

The Office of the Dean of Students, in collaboration with many different campus partners, opened the Big Orange Pantry, a food and basic needs pantry to support current UT students, faculty, and staff.

Hired a Bias Education Coordinator to facilitate the bias education referral process.

LOOKING AHEAD

Launched the Big Orange Meal Plan scholarship to support students experiencing financial hardship and food insecurity. Seven students were awarded scholarships for the 2021-22 academic year. Future plans are to expand this support.

Identifying additional resources for students experiencing housing security and amplifying other basic needs

Increase staffing model for care and support team and imbed care and support in academic units including academic colleges

Coordinate Vol is a Verb—Collaborate with campus partners to support Vol is a Verb initiative.



“

My case manager made me feel heard and was super present throughout our session. She was goal-oriented while also taking the intentional time to listen to my concerns.”

—STUDENT SERVED BY CASE MANAGEMENT

1,410

974-HELP REPORTS

226

MEALS DONATED to the Big Orange Meal Share meal bank

11

BIAS EDUCATION OUTREACH AND TRAINING PRESENTATIONS to colleges, departments, and student organizations

209

FALL FAMILY WEEKEND BOXES SOLD to support the Parent and Family Endowment

\$160,527

STUDENT EMERGENCY FUND support distributed among



296

STUDENTS out of 334 applicants

137

STUDENTS VOLUNTEERED with Big Orange Pantry

BIG ORANGE PANTRY

Approximately 32% of UT students identify as food-insecure, meaning they lack consistent access to food for a variety of reasons. The Big Orange Pantry opened in November of 2020, and meals made with food from the pantry filled the gap of missed meals for students. In a recent user survey,

68% of students said the pantry provided meals they would have had to skip otherwise.

93% of students claimed they were able to allocate funds towards rent, utilities, car maintenance, or medicine because of the assistance from BOP.

91% of students were able to focus more time and energy on class-related activities.

92% of students working while enrolled said BOP helped them perform their job more effectively because they had access to food. In fact, nearly half (48%) of them believe that their support from BOP helped them stay employed.

During the first six months, the Big Orange Pantry filled more than **700 orders** serving more than **1,000 patrons**

Big Orange Pantry **placed forth** in the Schools of the SEC Food Fight, with **1,889 hygiene products, 161 cooking supplies, and \$3,628**



“

The BOP provided a need for me and my family when we were in a bind. With two kids under 10, that was a real life saver. It allowed me to attain food so that I didn't have to worry about getting food with the little amount of money I did have.”

—BIG ORANGE PANTRY PATRON

Jones Center for Leadership & 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
- Student leadership development
- Civic and community engagement

KEY INITIATIVES

- Catalyst Leadership Conference
- Clifton M. Jones Student Leadership Conference
- Emerging Leaders
- Ignite (hybrid program)
- Jones Center Ambassadors
- Leadership Knoxville Scholars
- MLK Days of Service
- Sign-Up-to-Serve calendar and community partnerships
- VOLbreaks alternative break program
- VOLserve days of service
- Volunteer Impact Academy
- Track Your Hours tool and service medallions

SUCCESSSES

Ignite 2020 was successfully implemented as the first in-person program available to incoming students when the campus reopened in fall 2020. Operating at a reduced capacity and guided by COVID-19 safety protocols, Ignite was able to provide participants with the same high-quality experience for which the program is known.

97.54% of Ignite 2020 participants felt an increased sense of belonging at UT and that it helped ease their transition from high school to college. Additionally, 93.8% of Ignite 2020 participants articulated a heightened sense of civility, justice, and respect for those around them. P1, 4, 5

The VOLbreaks Alternative Break Program was successfully reimaged as a Weekend Immersion program, offering virtual, in-person, and hybrid opportunities for participants.

100% of VOLbreaks Weekend Immersions participants advanced or stayed the same in their role within the Active Citizenship Continuum and are able to recognize the importance of social responsibility and commitment to positive social change in the communities of which they are a part. P1, 4, 5

The Clifton M. Jones Leadership Workshop Series increased open-access leadership development opportunities for students utilizing a virtual platform. Two of the 11 workshops for the 2020-21 academic year were hybrid, allowing a limited number of students to participate in-person.

LOOKING AHEAD

Catalyst Leadership Conference—Increase the amount of open-access leadership development opportunities for all students and assess the effectiveness of the program in student leadership development.

Volunteer Impact Academy—Assess the inaugural year of the four-year leadership and service cohort program.

CMJ Leadership Workshop Series—Assess the effectiveness of and student satisfaction with the how the program has been reimaged.

Engaging in the Program Review process to examine the JCLS's curricular and co-curricular programs and identify opportunities to improve the efficiency and effectiveness of our civic and community engagement and student leadership development activities.



365

STUDENTS RECEIVED SERVICE MEDALLIONS

- 77 gold (225+ hours)
- 40 silver (175-224 hours)
- 248 bronze (100-174 hours)

330

STUDENT VOLUNTEERS served

12

KNOXVILLE SITES during the 2021 MLK Jr. Day of Service

5,264

STUDENTS tracked

88,574

TOTAL SERVICE HOURS an equivalent economic impact of over \$2.5 million with a volunteer hour valued at \$28.54/hour as determined by Independent Sector

“

Ignite taught me to go into situations without expectations and be situationally aware.”

—2020 IGNITE SERVES TEAM LEADER



111

STUDENTS participated in VOLbreaks Weekend Immersions and engaged in

1,099

HOURS OF SERVICE through the experience

“

Emerging Leaders gave me a chance to open my eyes to different areas of campus and expand my horizon further from my comfort zone. It taught me how to engage in leadership in a way of working with and for others, not just for myself. EL showed me how true leadership works and the values true leaders possess.”

—2021 EMERGING LEADERS PARTICIPANT

“

I learned more in 48 hours than most people do in months, met an incredible group of people, and had my perspective changed for the better on a number of issues. I have a much more nuanced understanding of sustainability, social justice, service, and reflection now.”

—FALL 2020 VOLBREAKS PARTICIPANT



Multicultural Student Life

Promoting a welcoming and inclusive campus environment while advocating for traditionally marginalized students by providing academic support, multicultural education, identity exploration, leadership development, and diverse and innovative programming through collaborative partnerships. We strive to assist in the retention and graduation of students who are empowered to positively impact a global society.

CORE FUNCTIONS

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

KEY INITIATIVES

- Cultural based organizations
- Diversity Educators
- Academic Support Unit Tutorial Program
- Multicultural Mentoring Program
- Cultural based programming and celebrations

LEANING IN FOR THE MENTAL ENDURANCE
#LIFT_ME

Based on feedback that Students of Color wanted more mental health resources, MSL partnered with CHEW and the Counseling Center to create a new initiative, the #LIFT_ME Series.

SUCCESSSES

Hosted 145 virtual or hybrid events during the 2020-21 academic year that spanned from keynote speakers, identity development workshops, heritage month celebrations, and community building activities.

Celebrated Hispanic and LatinX Heritage Month with nine events and a total of 174 participants.

Hosted four events during Native American and Indigenous Heritage Month with 125 total participants.

During Asian American Pacific Islander Heritage Month, celebrated in March, April, and May, MSL held five events with a total of 1,125 participants.

LOOKING AHEAD

Return to campus and the Frieson Black Cultural Center: How do our programs, reservations, and services look after returning from a virtual/hybrid year from Covid-19? We want to track how often our building's resources and spaces are utilized. We also want to explore how we could be providing better customer service to those that utilize our building. We also would like to assess how we can engage more students within the Frieson Black Cultural Center.

First year engagement within MSL: How are first-year students of color engaging with Multicultural Student Life through programs, student organizations, and services? Through the Multicultural Mentoring Program, students will have multiple touch points with MSL. We want to track the events the first year students are attending, which students are involved within MSL that identify as a first-year student of color, and how we can better support and matriculate these students.

Leadership: Are our students equipped to utilize their leadership skills in their organizations? We would like to assess growth in leadership skills through a retreat and leadership curriculum implemented throughout the year. Our curriculum would explore: interpersonal communication, identity development, conflict resolution, leadership styles, and transitioning leadership. Each of our student organizations will be introduced to the curriculum through both their MSL advisors and programming dedicated to leadership development.

89

VIRTUAL HYBRID EVENTS during fall 2020

56

VIRTUAL HYBRID EVENTS during spring 2021

4

STUDENT RECIPIENTS FOR THE 2021-22 Carl Cowan Scholarship

390

VIRTUAL ATTENDEES AT THE 16th annual Black Issues Conference

257

VIRTUAL ATTENDEES AT THE Black Cultural Programming Committee's Young Professionals Lecture featuring Keke Palmer

“

MSL has been an integral part of my experience at UT since the beginning. I've met some of the most amazing people and friends through our MMP program, Diversity Educators, and the opportunities MSL has provided to me such as a trip to Washington, DC and attending the Catalyst Leadership Conference. MSL is doing a lot of great work at UT, and I am so happy to see the impact the office has had on campus!”

—MMP PARTICIPANT & DIVERSITY EDUCATOR

14

STUDENTS THAT IDENTIFY AS MEN OF COLOR ATTENDED THE CIVIL RIGHTS TOUR, a partnership with Student Life and Diversity Engagement



120

ATTENDEES AT THE INAUGURAL WOMEN OF COLOR EMPOWERMENT SUMMIT, a partnership with the Office of Academic Inclusive Initiatives



260

STUDENTS AND STAFF PARTICIPATED IN HAIR & HIERARCHY, a Diversity Dialogue that celebrated the cultural significances of hair

“

MSL has always provided me with different opportunities, whether it is becoming a tutor to help other students, growing as a leader, or being a part of a planning committee to carry out amazing events! Being a part of the office has given me a chance to share my culture with others by being a member of the Latin American Student Organization (LASO). This office and the organization has made Knoxville feel like my home away from home. I have made lifelong friends through my involvement and will always cherish the memories from being involved.”

—LASO MEMBER

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

- Connection
- Education
- Empowerment

KEY INITIATIVES

- National Coming Out Day programming
- Lavender Graduation Celebration
- Friendsgiving Potluck Dinner
- The PRIDEList
- Transgender Day of Remembrance and Day of Visibility programming
- Pulse Remembrance Vigil
- Safe Zone at UT
- Community space and resource center

SUCCESSES

Introduction of Safe Zone at UT Volunteer Facilitation Team: 12 members hosting 41 total sessions with 779 participants in the 2020-21 academic year.

Collaboration with the Division of Diversity and Engagement for a faculty fellow, Leia Cain, who worked with the Pride Center during spring and summer 2021 on educational outreach.

The Pride Center moved to a new location in the Student Union.

LOOKING AHEAD

Continued growth and changes to the Peer Mentoring Program

Expanding the Safe Zone at UT facilitation team. Examine why people volunteer and what do they get out of it.

After collaboration with faculty fellow Leia Cain, assistant professor in the Educational Psychology and Counseling Department, the Pride Center will be introducing Safe Zone at UT Tier 3 in fall 2021.

119

BOOKS DISTRIBUTED
for LGBTQ+ reading groups

100

FRIENDSGIVING
TO-GO MEALS DISTRIBUTED
in partnership with a local
LGBTQ+ owned caterer

1,131

PRIDELIST SIGNATURES
in fall 2020

“

The Peer Mentoring Program has made me feel like I belong at UT by allowing me to make friends and and build a support system of people who understand me.”

—PEER MENTOR

“

I’m bisexual, but I’m not ready to be out at home yet. However, the Pride Center has provided me with a place where I can be myself and have pride in how I am. Since receiving some pride-themed items and chatting with your staff, I swear I have never stopped smiling. You’ve made me feel so accepted.”

—UNDERGRADUATE STUDENT

“

I am blown away on how much I learned during the Safe Zone session. This understanding changes the way we see each other, and it’s so meaningful to be able to pass that knowledge on so more people know and understand without judging.”

—SAFE ZONE PARTICIPANT



NEW EVENT PARTNERSHIPS WITH

- School of Art
- Student Disability Services
- Rainbow Collective
- Honors & Scholars



“

I love being a member of the Safe Zone facilitation team. I consider it my way of giving back to my community and helping move the needle on LGBTQ+ issues on campus. I couldn’t imagine myself NOT doing it.”

—SAFE ZONE FACILITATION TEAM MEMBER

2,383

TOTAL ATTENDANCE
at 2020-21 programming

150

ATTENDEES
at the E Patrick Johnson
virtual lecture

A RECORD

52

GRADUATES REGISTERED
for the Lavender Graduation
Celebration

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
- Rec-Swim
- Learn-to-Swim Lessons
- Lifeguard Certification
- CPR/First Aid/AED Certification

SUCCESSES

In fall 2020, RecSports engaged an average of 2,000 unique students per week in some form of in-person recreation and was never deemed a COVID-19 spread site by the UT Emergency Operation Center.

The RecSports staff learned and retained information regarding the repurposing of all recreational facilities, programs, and services to meet safety requirements related to the COVID-19 pandemic.

Students participating in Zoom Group Fitness programming reported high levels of satisfaction with key components of the program, including the technology used, the quality of instruction, and the availability of virtual class offerings.

LOOKING AHEAD

Students attending the RecFest event at the start of the year will be more likely to participate with RecSports for at least a second time when compared with students who did not attend the event.

Results from the Campus Recreation and Wellness Benchmark survey will indicate that RecSports provides something for everyone, impacts students' decision to attend and remain at UT, and that participating with RecSports enhances/improves aspects of a student's connection to campus and quality of life.

Students holding officer positions in Sport Clubs will identify their Top 5 CliftonStrengths by the conclusion of the academic year.



“

RecSports challenges me to think dynamically, to work with a group, and to see myself as an integral part of a real community”

—STUDENT PARTICIPANT



3.42

AVERAGE GPA AMONG STUDENTS with 30 or more participations

3.35

AVERAGE GPA AMONG STUDENTS with less than 30 participations

3.31

AVERAGE GPA AMONG STUDENTS with 0 participations

“

RecSports has given me the opportunity to work and grow alongside a family that has been there for me through some of the most challenging yet exciting years of my life.”

—RECSPORTS STUDENT STAFF

227,900

TOTAL PARTICIPATIONS

12,504

UNIQUE STUDENTS

8,819

AVERAGE WEEKLY PARTICIPATION in spring 2021

2,446

UNIQUE STUDENTS with 30 or more participations



Sorority & Fraternity Life

To support the co-curricular experience of the University by assisting sororities and fraternities in developing individuals of reputable character who exemplify sisterhood/brotherhood, leadership, and service for the greater good.

CORE FUNCTIONS

- COVID-19 Support
- Diversity, Equity, and Inclusion
- Health and Safety Prevention
- Student Engagement and Success

KEY INITIATIVES

- Health and safety education
- Brave and Bold Dialogues
- Summit Leadership Conferences
- Meeting in the Middle

SUCCESSES

In partnership with the Office of Diversity and Engagement, OSFL hosted 'Brave and Bold Dialogues' which is an interactive e-learning course that walks students through real life scenarios aimed at increasing awareness and understanding, and helping them to become a more inclusive member of our community. After participating in Brave and Bold Dialogues, 84% of participants stated that they are more comfortable having 'brave and bold dialogues' with individuals who identify differently than themselves.

Meeting in the Middle is a program created to help participants build relationships across all four councils. After participating in Meeting in the Middle, 94% of participants were able to identify at least one barrier to all four councils creating a collective community.

OSFL expanded its annual Health and Safety Summit to both semesters. 250 students within the community were able to learn more about topics including alcohol, drugs, hazing, sexual misconduct, and mental health.

LOOKING AHEAD

Leadership Development

- Connected to the Division of Student Life's Priority 1: Transformative Experiences, OSFL will assess programs offered in an effort to increase intrapersonal development and interpersonal competence.
- Programs assessed include Leadership Summit and Greek Leadership Class

Health and Safety Prevention

- Connected to the Division of Student Life's Priority 2: Culture of Inclusivity and Care, OSFL will assess students' ability to identify resources related to care, support, and wellbeing.
- Programs assessed include Health and Safety Summit and New Member Orientation Health and Safety Module

Diversity, Equity, and Inclusion

- Connected to the Diversity Action Plan-Goal 5, OSFL will develop an assessment plan to measure the success of the intended learning outcome related to social justice and inclusion.
- Connected to the Division of Student Life's Priority 2: Culture of Inclusivity and Care, OSFL will assess the programs designed to help students develop awareness and appreciation for intersections of identities of self and others.
- Programs assessed include Meeting in the Middle, Cross Council Exchange, and Leadership Summit



“

I feel more confident and feel like my feelings are valid and other people feel the same.”

—HEALTH AND SAFETY SUMMIT PARTICIPANT

5,325

UNDERGRADUATE MEMBERS
a 5% increase from 2019–20

\$174,080

PHILANTHROPIC FUNDS RAISED

27,517

COMMUNITY SERVICE HOURS

2,796

STUDENTS
completed the New Member
Orientation Health and
Safety Module

172

CHAPTER COACHING SESSIONS

817

STUDENTS
participated in
“Brave and Bold Dialogues”



“

I feel as though I am fully prepared to tackle any situation that I will be faced with as a student and new member on campus while also keeping myself and others safe. I have all the tools and knowledge needed to stay safe and healthy this year.”

—NEW MEMBER HEALTH & SAFETY MODULE PARTICIPANT



Student Conduct & 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 alleged violations of the Student Code of Conduct
- Provide an educational, consistent, and equitable process

KEY INITIATIVES

Facilitate educational conferences to investigate and discuss alleged violations with students

Educational sanctions

- Academic Integrity Matters reflection
- Academic Integrity Seminar via Canvas
- Vols Reach Reflection
- Individual Action Plan
- Overall increase in individualized educational sanctions

Training and Code of Conduct education

- Code of Conduct presentations for students, faculty, and staff
- Training for Advisors, Student Life Hearing Officers, and Student Conduct Board Members

Code of Conduct revisions

- Engaged key campus stakeholders in finalizing revisions including undergraduate and graduate faculty and the Student Government Association

SUCCESSSES

Code of Conduct revision recommendations established in concert with key campus stakeholders and gained Board of Trustees approval. The revisions were also reviewed by the Tennessee State General Assembly in July 2020.

Implementation of revised federally mandated Title IX Regulations, which was also reflected in emergency code of conduct revision.

Developed and implemented online Student Conduct Board training including bias education for Student Conduct Board members.

Redesigned the SCCS website to be more accessible and student-centric following evaluation feedback from campus stakeholders including students, faculty, and staff.

Collaborated with New Student Orientation to develop orientation modules for incoming students.

LOOKING AHEAD

Revamping all educational sanctions and implementing new educational sanctions to support the office mission and core functions.

Working to establish improved assessment practices focused on evaluating the effectiveness of educational sanctions and facilitation of the Code of Conduct process.

Revising the process of resolving cases for students by developing an electronic version of the Resolution Option Form to improve accessibility and efficiency.

Implementation and marketing of Code of Conduct revisions.

Developing Student Code of Conduct modules for First-Year Studies.



“Thank you for holding me accountable for my actions.”

—STUDENT CONDUCT PARTICIPANT

“

I appreciate the fact that Student Conduct and Community Standards wanted to help me put my mistakes behind me.”

—STUDENT CONDUCT PARTICIPANT

“

Thank you for listening to my side of the story, but also being honest about the next steps in the process.”

—STUDENT CONDUCT PARTICIPANT

98.2%

of students accepted SCCS's recommended outcomes indicating a fair, equitable, and student-centric process

90.2%

of students report that the conduct administrator asked to hear their side of the incident

85.2%

of students feel that they were treated with respect

97%

of students reported they understood the rights they have as a student in the Student Conduct process

92%

of students report that their options were explained as it relates to a resolution agreement or formal hearing

89.2%

of students will encourage others to make choices that will positively impact their community

84.6%

report understanding how their actions and behaviors affect those around them

86.2%

report that they are able to explain why their decisions were a violation of the Student Code

“

I was terrified that I would be expelled from school and convinced myself that I deserved it. However, the coordinator was amazing and made me feel a lot better as a person and a student in the meeting, and I could not have asked for someone better than her to speak with.”

—STUDENT CONDUCT PARTICIPANT

Student Counseling Center

Seeks to ensure that all of our students have access to the mental health resources necessary to support their intellectual, cultural, social, and emotional development. We accomplish this by providing a range of culturally affirming mental health services for students, a robust clinical training program, consultation for faculty and staff, and outreach to the campus community.

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

Maintain a full range of mental health services (e.g., individual, couples, and group therapy and workshops) through a virtual platform thereby ensuring health and safety of students and staff during the global pandemic.
 Development and implementation of an electronic satisfaction survey that we could send to all clients (rather than a representative sample) to capture a more complete picture of student satisfaction with services during the pandemic.
 Increase engagement with Student Advisory Council through more frequent consistent meetings to enhance feedback from students during the pandemic
 Fill all open positions and add contracted therapists to increase both capacity and diversity of counseling providers.
 Increase and enhance social media presence to support student resilience.
 Wrap up the four-year JED campus initiative including completion of the second Healthy Minds Survey; new resources to encourage help seeking for students in crisis.

SUCCESSES

Provided a full range of psychological services to students through a virtual format. Whether in their residence hall, off campus apartment or at home anywhere throughout the state, our counselors and services were accessible.
 Made excellent hires during the pandemic. New staff joined in providing virtual services.
 Collaborated with campus partners in suicide prevention effort to promote access to life-saving means (signage on garages and bridges to be installed fall 2021).

LOOKING AHEAD

Offer counseling services in person and by telehealth, to serve a range of student needs.
 Plan to have a key position filled for the fall to provide urgent care/brief intervention.
 Continue to work to build our capacity to meet student needs at various levels of need and intervention.

12,614

SESSIONS TO
1,971

unique students through telehealth



8.2% increase
in sessions over 2019-20

1,691

PSYCHIATRY APPOINTMENTS TO
358

unique students through telehealth



14.8% increase
in appointments over 2019-20

366

STUDENTS, STAFF, AND FACULTY RECEIVED
QPR SUICIDE PREVENTION GATEKEEPER TRAINING

STUDENT SATISFACTION SURVEY RESULTS

85%

of respondents were “very satisfied” or “satisfied” with the wait time for their first appointment

89%

of respondents were “very satisfied” or “satisfied” with their overall telemental health experience

88%

of respondents “strongly agreed” or “agreed” that they felt engaged with their counselor during telemental health sessions

77%

of respondents “strongly agreed” or “agreed” that they would like the SCC to provide telehealth even after campus is back in person

82%

of respondents “strongly agreed” or “agreed” that SCC services helped them reach their goals

61%

of respondents “strongly agreed” or “agreed” that SCC services helped them stay enrolled at UT

“

I appreciated being able to see an unmasked face on a screen rather than a masked face in person.”

—COUNSELING PARTICIPANT

“

I felt cared for and able to talk openly during my sessions.”

—COUNSELING PARTICIPANT

“

Telemental health made it easy to receive quality care during the pandemic.”

—GROUP COUNSELING PARTICIPANT



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
- Interpreting and transcribing services
- Sign language interpreter workshops
- Peer mentoring program
- Disability Education Program

SUCCESSES

- Transitioned to a new comprehensive and robust data management system that enhanced accommodation request and faculty notification processes.
- Deployed a new website with more information for students and faculty and enhanced navigation features.
- Adjusted accommodations statements to ensure students continue to have equitable access to their courses a result of the change in course modalities.
- Through campus partnerships, SDS successfully launched and coordinated a series of educational programs in observance of the 30-year anniversary of the signing of the Americans with Disabilities Act of 1990
- Collaborated with various departments on the procurement of accessible masks to ensure communication access while adhering to health and safety guidelines.
- Developed a new process and webpage with information on to request COVID-19 related accommodations.

LOOKING AHEAD

- Assess the experiences and learning of our fall 2021 peer mentors.
- Assess the SDS program with the assistance of external reviewers.

OTHER ACCOMPLISHMENTS

- Formalized and implemented an annual communication plan, which includes regular emails to students from their SDS coordinators checking in and asking for feedback if they are encountering any barriers, as well as providing timely reminders related to accommodations.
- Established a student advisory board and implemented changes based on feedback received.



“

I just wanted to take a moment and thank you so much for all that you have done for me this semester to make sure I had access to the material!”

—STUDENT THAT UTILIZED DISABILITY SERVICES

“

SDS transcribers are absolutely WONDERFUL! I have nothing but fabulous things to say about them!”

—STUDENT THAT UTILIZED DISABILITY SERVICES

863

STUDENTS newly registered with SDS

“

I think the peer mentoring program is great and really helped me adjust to UT life.”

—PEER MENTEE

1,878

INSTRUCTORS received at least one course access letter

“

SDS Staff are extremely helpful, flexible, and great to work with.”

—STUDENT THAT UTILIZED DISABILITY SERVICES

2,423

INTERPRETING AND TRANSCRIBING HOURS

1,143

NOTE TAKING REQUESTS received and processed

“

I just wish I could send the note taker a star or something for rockin' the notes. And they always upload them as soon as the class ends.”

—STUDENT THAT UTILIZED NOTE TAKING SERVICES

864

VIDEOS CAPTIONED for instructors who had students with accessible media accommodations

939

TESTS PROCTORED in person and via zoom



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
- Telehealth (new in spring 2020)

KEY INITIATIVES

- Provide health services which are accessible and of high quality
- 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

96% of students that received services and care from SHC reported that they are "satisfied" to "very satisfied" with the efforts of the department to provide the most positive, safe, and appropriate healthcare experience during the COVID-19 pandemic.

Provided student/staff education about the on-going pandemic, delivering guidance on minimizing the risk of potential transmission from the contact to others in the event the contact became ill, and explained the necessity for the contact to quarantine responsibly in order to reduce the risk of transmission of illness to others. As a result of these efforts, 98% of students surveyed described their satisfaction with SHC's ability to treat and provide COVID-19 related education and services.

97.44% of students surveyed after receiving expanded telehealth services at SHC declared they were "greatly satisfied" or "satisfied" with the center's online accessibility to healthcare providers.

LOOKING AHEAD

In coordination with UT Office of Emergency Management, consistent with ongoing Tennessee Department of Health and Centers for Disease Control and Prevention guidance, SHC shall actively participate in the ongoing campus-wide COVID-19 response by advancing infection awareness and promoting individual exposure/transmission risk reduction measures.

In collaboration with the Tennessee Department of Health, Vaccine Preventable - Disease and Infection Program, SHC in coordination with the SHC Pharmacy, shall provide ongoing COVID-19 vaccine access to campus and Knoxville community members through ongoing development and implementation of a COVID-19 Vaccine Access Program.

In accordance with U.S. Department of Labor, Occupational Safety and Health Administration requirements, SHC shall create and implement ongoing safety measures to ensure protection of staff from work-related COVID-19 exposure and infection.

“

The doctor I saw was amazing. She was the first person I've heard talk about student mental health right now. The doctor totally hit the nail on the head with everything we are dealing with at the moment.”

—RECIPIENT OF HEALTH CENTER SERVICES

“

I would like to especially compliment the staff members at the front desk who made my appointment. I needed to be seen same-day and they were so accommodating and helpful. Quite possibly the best customer service I have ever experienced.”

—RECIPIENT OF HEALTH CENTER SERVICES

36,289

STUDENT INTERACTIONS

21,154

HEALTH CENTER APPOINTMENTS

16,201

UNIQUE STUDENTS SERVED
(excluding Pharmacy visits)

“

My telehealth provider was wonderful in getting me a referral to a dermatologist. She got me in with less than a 24-hour notice and really seemed to genuinely care about my well-being. Makes someone like me who hates going to the doctor not mind it so much. Thank you!”

—RECIPIENT OF HEALTH CENTER SERVICES

5,018

FIRST TIME STUDENT VISITS
to the Student Health Center

15,978

TRIAGE VISITS
(In-person and telephone)

9,637

ELECTRONIC PRESCRIPTIONS
sent by Health Center Providers

7,372

LABORATORY VISITS

21,323

LABS PERFORMED

832

X-RAY EXAMS PERFORMED

“

Both the initial intake process and the care itself were fantastic. Both ladies were very understanding and charismatic and did everything they could to make me feel comfortable and confident in their diagnosis.”

—RECIPIENT OF HEALTH CENTER SERVICES

Student Media

The Office of Student Media is a co-curricular student learning and leadership experience. It serves as an inclusive, professional learning environment where students can gain first-hand experience through various mediums of communication. It produces content that is exclusively conceptualized, created, edited and published by students.

CORE FUNCTIONS

- Serve the university with news and information
- Train students for careers in media-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 university's legacy by documenting the history of the faculty, staff, students and events

KEY INITIATIVES

- Daily Beacon*
- Phoenix* literary magazine
- Honey Magazine*
- Student Media Housing Guides*
- On Rocky Top*
- Lumos multimedia production agency

SUCCESSSES

- In spite of COVID-19, revenue is on an upward trend due to increased Lumos video sales. P3.3
- Continuing to foster the agency partnership with the School of Journalism to increase student opportunities. P2.3
- Launched the first bi-annual Student Media alumni newsletter sent to more than 1,600 alumni with a 43% open rate. P2.4
- Successfully held a virtual workshop in the fall of 2020 with over 60 students and 9 speakers from around the country. P1.1
- Daily Beacon* launched a phone app in the winter of 2020. P3.2
- Honey Magazine* launched its website. P3.2
- Phoenix* magazine hosted its first walk-through gallery through a partnership with the Student Union. P2.3

LOOKING AHEAD

- The fall 2021 workshop will be more designed and planned with learning outcomes and assessments to measure student learning.
- Honey Magazine* will print its first issue scheduled for fall 2021.
- Lumos Media Services will begin to employ a student leader to expand and maintain the operation.
- Student Media's new front desk employee will offer in-person copy-editing training to students after publications.
- Student Media will form its first alumni board to assist in fundraising and student development.
- Due to COVID-19 and a lack of summer orientation, student recruitment efforts will be improved through the work of the media department leaders.

918,789

UTDAILYBEACON.COM
PAGE VIEWS

↑
27%

increase from 2019-20

3,587

DAILY BEACON
NEWSLETTER SUBSCRIBERS

↑
23%

increase from 2019-20

43%

OPEN RATE
of the first alumni newsletter
sent to

1,612
ALUMNI

1,688

ARTICLES WRITTEN
by *Daily Beacon* journalists

178

VIDEOS PRODUCED
from the *Daily Beacon*

“

My time at the *Beacon* has provided me with invaluable real-world journalism experience, through the opportunity to lead a student-run, editorially independent newsroom. I have learned a great deal about working with others, problem-solving and, most of all, working to produce newsworthy content on a time crunch—all at a publication led by driven and excited students.”

—DAILY BEACON 2020-21 EDITOR IN CHIEF

“

Getting to be part of a rising publication taught me to be self-sufficient while also learning how to build a strong staff team. I made it my personal mission to ensure *Honey Magazine* was here to stay for future generations of UT students because intersectional feminism is needed on and off campus. I learned a lot and gained invaluable project management experience.”

—HONEY 2020-21 EDITOR IN CHIEF

\$47,350

TOTAL LUMOS REVENUE

↑
125%

Increase from \$20,975 in 2019-20

21,500

YOUTUBE VIEWS

7,953

TWITTER FOLLOWERS

↑
6.3%

Increase from 2018-19

5,493

FACEBOOK FOLLOWERS

3,540

INSTAGRAM FOLLOWERS



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

- Create a safe, well-maintained space
- Welcome and respect all, fostering a sense of belonging and affinity among students
- 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 5,000 events/bookings for UT student organizations, University departments, and external clients
- Activate Student 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

- Significantly adjusted Student Union operations, meeting and public space, Event Services policies and procedures and services (UCopy, Information Desk, Union Station) to promote social/physical distancing in order to remain open to the public during pandemic.
- Adapted all Student Union meeting and event space technology to facilitate hybrid meetings and events during the pandemic.
- Partnered with Facility Services and divisional partners to complete and open unfinished shell space, adding Pride Center, Smokey's Closet and an Interfaith Meditation space to the Student Union.
- Made a significant exception to the Student Union's policies, in order to successfully support the academic mission of the institution during the pandemic, hosting 380 class sessions in the fall and 310 sessions in the Spring.
- Partnered with representatives from university departments and student organizations plan, implement and enforce risk mitigation plans and to host 360 fall and 926 spring events, including a spring poster sale, Zoom versions or All Sing and Carnicus, as well as the Spring Dance Showcase featuring BOSS.
- Partnered with RecSports to host six Smokey's Game Day Experiences, socially distanced football game day events on the TRECS field.
- Partnered with Emergency Management, the Student Health Center and the Emergency Operations Center to host 15 COVID-19 vaccination clinics which resulted in 9,690 vaccinations.
- Updated the Student Union website and launched bi-weekly Student Union Neighbor News, email updates received by all Student Union staff occupants intended to share facility updates and promote community.

LOOKING AHEAD

- Resume full operations, implementing advanced room reservation policies which prioritize student access to meeting and event space.
- Continue to make facility enhancements, including a complete audit and update of wayfinding, an evaluation and improvement of digital signage and improvements to existing AV systems.
- Strengthen and enhance proactive communications strategy for the Student Union, including regular communications with "neighbors," student organizations and campus.
- Develop an Advisory Group to help the staff of the Student Union ensure a laser focus on promoting student community.



The Pandemic Emergency Operation Center was stationed in the Student Union Ballroom for

20 weeks

15

COVID-19 VACCINATION CLINICS hosted at the Student Union resulted in 9,690 vaccinations

“

The Student Union was very helpful and encouraging when BOSS was working through the pandemic, while trying to make everything as normal and safe as possible. The Student Union worked with us to push to make our Showcase happen, and it came out amazing, regardless of COVID!”

—ELLIE STEVENS, PRESIDENT OF BOSS DANCE, CLASS OF 2021

690

CLASS SESSIONS HOSTED during the 2020-21 academic year

360

TOTAL EVENT RESERVATIONS in fall 2020

926

TOTAL EVENT RESERVATIONS in spring 2021

582,255

GUESTS VISITED THE STUDENT UNION a 760,000+ decrease from pre-pandemic traffic

239%

INCREASE IN STUDENT ORGANIZATION EVENTS from fall 2020 to spring 2021

“

Working at the Student Union made me value the hard work that is required to make UT the community it is. I loved seeing all these campus organizations come together to make amazing events happen for the students throughout the Student Union. I felt very fortunate to be able to witness it every time I came to work.”

—ANDREA FAGGIOLI, STUDENT BUILDING MANAGER, CLASS OF 2021



3.28

CUMULATIVE GPA FOR STUDENT BUILDING MANAGERS compared to 3.23 cumulative GPA of all university students

University Housing

Fosters positive, student-centered residential communities supporting the academic mission of the university. We provide a defining experience for students through programs and amenities that facilitate individual learning and development. University Housing's value and services enhance the overall university student experience.

CORE FUNCTIONS

- Develop and foster engaging residential community
- Maintain safe living environments conducive to student development
- Provide quality service to support student success

KEY INITIATIVES

- Student room selection
- Student staff training and development
- Living and learning communities
- Emergency call center
- Student leadership development
- Housekeeping services
- Community building initiatives
- Summer camp and conference housing

SUCCESSES

- Developed and conducted more than 10,000 Vol Chats, individualized sessions between Resident Assistants (RAs) and students living in residence halls.
- Utilized housing assignments system to develop appointment process, which streamlined fall move-in and enhanced overall experience for students and families.
- Managed and coordinated COVID-19 isolation/quarantine housing on and off campus for more than 2,000 residential students.
- Developed and implemented nearly 1,500 in-person and virtual student programs.

LOOKING AHEAD

- Continue implementation of Vol Chat sessions with students living in residence halls.
- Review and revise room selection process and timeline for returning and incoming students.
- Further develop training and professional development offerings for graduate and full-time staff.
- Utilize innovative approach to revamp virtual and in-person hall tour program.

6,113
AVERAGE NUMBER OF STUDENTS living in residence halls
6,437 fall 2020
5,790 spring 2021



2,768
STUDENTS assigned to COVID-19 isolation/quarantine housing
1,704 on-campus
1,064 off-campus



“

Move-in was managed excellently! UT should consider this process as the new norm! Traffic was not heavy; campus security and other police directing traffic were very well informed. But more than all of this, everyone had an attitude of helpfulness!”

—FAMILY MEMBER

14
LIVING LEARNING COMMUNITIES with
1,004
TOTAL STUDENTS



31,886
WORK ORDERS PROCESSED

10,179
VOL CHAT SESSIONS CONDUCTED



\$4,109
RAISED FOR HABITAT FOR HUMANITY

“

The ELPS 350 course was an incredibly useful first step in my RA training. Instructor feedback was invaluable. The small class size was perfect for engagement and skill building.”

—RESIDENT ASSISTANT CANDIDATE

1,493

RA PROGRAMS
1,017 in-person programs
476 virtual programs

12,274

TOTAL STUDENT ATTENDANCE at RA programs
10,365 in-person programs
1,909 virtual programs

31

URHC PROGRAMS
28 in-person programs
3 virtual programs

2,046

TOTAL STUDENT ATTENDANCE at URHC programs
1,925 in-person program
121 virtual programs

134

STUDENTS completed ELPS 350: RA course

Student Life Communications

Supports the departments within 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

KEY INITIATIVES

- Graphic design support
- Illuminate* newsletter
- Feature stories
- University-wide communication partnerships

SUCCESSES

Partnered with the Office of Communications and Marketing and students from the College Student Personnel program to conduct a pulse survey and a user experience study on the awareness and usage of calendar.utk.edu by current students. P1, P2, P3

Implemented a formalized review process to receive feedback at key milestones within the timeline of a project. P3

Conducted an audit of print communications, digital communications, and environmental spaces of each department to assess how departments are visually communicating that they are a part of the Division of Student Life. P2

LOOKING AHEAD

Develop and enhance student intern program.

Identify opportunities to strengthen the identity of Student Life.

During the pandemic, SLC increased production to meet higher demand among the division. Moving forward, Student Life Communications will evaluate the scope of current projects to increase focus on high-impact division-wide projects.



ENHANCING PARTNERSHIPS

SLC partnered with the Office of Communications and Marketing to present a conference session titled "Social Media Design for Nondesigners" during the 2020 CommuniCon. CommuniCon is an annual gathering of communication professionals from all departments across the University of Tennessee, Knoxville. The conference was held virtually August 4-7, 2020.

SLC partnered with the Division for Student Success, Enrollment Management, and the Office of Communications and Marketing, to publish special summer editions of the *Vol Update* newsletter tailored to incoming students. These newsletter issues were utilized to share information about Student Life offices, involvement and leadership opportunities, and important action items.

SLC was one of five teams selected to present examples of notable work at a campus communication professionals roundtable. The presentation highlighted Smokey's Game Day Experience as an innovative program in response to COVID-19 distancing restrictions.



65%

OF STUDENTS reported they are familiar with either or both Big Orange Pantry and Smokey's Pantry as food pantry options, demonstrating brand awareness



“

Our consistent collaboration with Student Life Communications is invaluable. They provide expert insight at all levels of our projects and ensure we are successfully sharing our messages across the campus community.”

—DIVISIONAL PARTNER



62,229

UNIQUE USERS TO STUDENTLIFE.UTK.EDU
96% increase from 2019-20

TOP STORY PAGE VIEWS

Request your tickets through Big Orange Tix
11,694 views

Make sure you're ready for move-in
5,807 views

Dollywood tickets at a special price
4,765 views

Flu vaccine events
3,242 views

On-campus residency requirement waived
3,042 views

Sorority and fraternity registration: now open
1,953 views

52

STORIES RECEIVED CAMPUS-WIDE COVERAGE in *Tennessee Today*, *Vol Update*, or the *Daily Beacon*

TOP INSTAGRAM POSTS

Dollywood

On-campus residency waiver
Smokey's Game Day Experience
Student engagement promoting VolLink, calendar.utk.edu, and career.utk.edu

Student Life Assessment & Strategic Initiatives

Facilitates assessment, evaluation, planning, and other research activities that actively contribute to the culture of evidence within Student Life. Through training and skill development related to program review, assessment, evaluation, planning, and research, OASI strives to help departments embed these areas in day to day operations of their programs and services to continuously improve 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
 Assessment Steering Committee
 Assessment Champions
 Survey Protocol
 Professional development/education
 Program Review

SUCCESSSES

OASI was able to sunset the eVOLVe newsletter and merge important content with the division level newsletter (Illuminate) to streamline communications with division staff and allow OASI staff to focus on other priorities.
 We were able to guide the successful adoption of the Event Check-in App through Anthology to better track student engagement with the programs, services, and events offered by the Division of student Life.
 Consistent professional development was offered each month covering a wide variety of topics (e.g., Writing Learning & Program Outcomes, Survey Design, Ethical Use of Data: Best Practices, How to Use Baseline for Results Reporting, How to Analyze Qualitative Data, How to Analyze Data and Putting it to Action).

LOOKING AHEAD

OASI will shift focus from “department level” to “division level” assessment striving to support a division identity through the implementation of a new strategic plan for the Division of Student Life.
 A three tiered assessment curriculum will be developed and offered in phases over the next three years striving to strengthen the existing culture of evidence across the division.
 The newly developed division-level learning outcomes will be assessed and reported on to capture the impact of Student Life on student learning.

PROFESSIONAL FELLOWSHIP PROGRAM

OASI participated in the professional fellowship program offered by the Division of Student Life during the 2020-21 year. Jennifer Pierce Thomas who currently serves as the associate director for the Office of Sorority and Fraternity Life invested time to work with OASI staff and learn more about the role and function of the office.



19

EDUCATIONAL OPPORTUNITIES including Assessment Champion meetings and professional development sessions

138

SURVEY PROJECTS conducted and managed

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 framework 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

Business intelligence - Strengthen business intelligence offerings
 Security plans - integrate security planning with OIT’s Vectors system
 Event attendance tracking
 OSFL roster management

SUCCESSSES

Coordinated with OIT on development and implementation of a web application to manage distribution, collection and testing of samples for student COVID-19 testing.
 Implemented social distancing measures in student ticketing software, to facilitate reduced capacity student seating in Neyland Stadium and Thompson-Boling Arena.
 Created a repository of software licensing information and supporting documentation.

LOOKING AHEAD

Will introduce an updated service model to focus on four principal areas: Analytics/Reporting, Data Management, Desktop and Server Management, and Security.
 Will coordinate with Student Life departments on implementation of security controls and practices in their operating procedures.
 Will increase tech staff proficiency in business intelligence and data visualizations.



49,741

SALIVA SAMPLES COLLECTED AND TRACKED in COVID-19 testing web application, in partnership with OIT and Student Health

34

FOOTBALL AND BASKETBALL GAMES WITH SOCIAL DISTANCING managed in student ticketing software





University of Tennessee
Division of Student Life
413 Student Services Bldg.
Knoxville, TN 37996

studentlife@utk.edu
studentlife.utk.edu