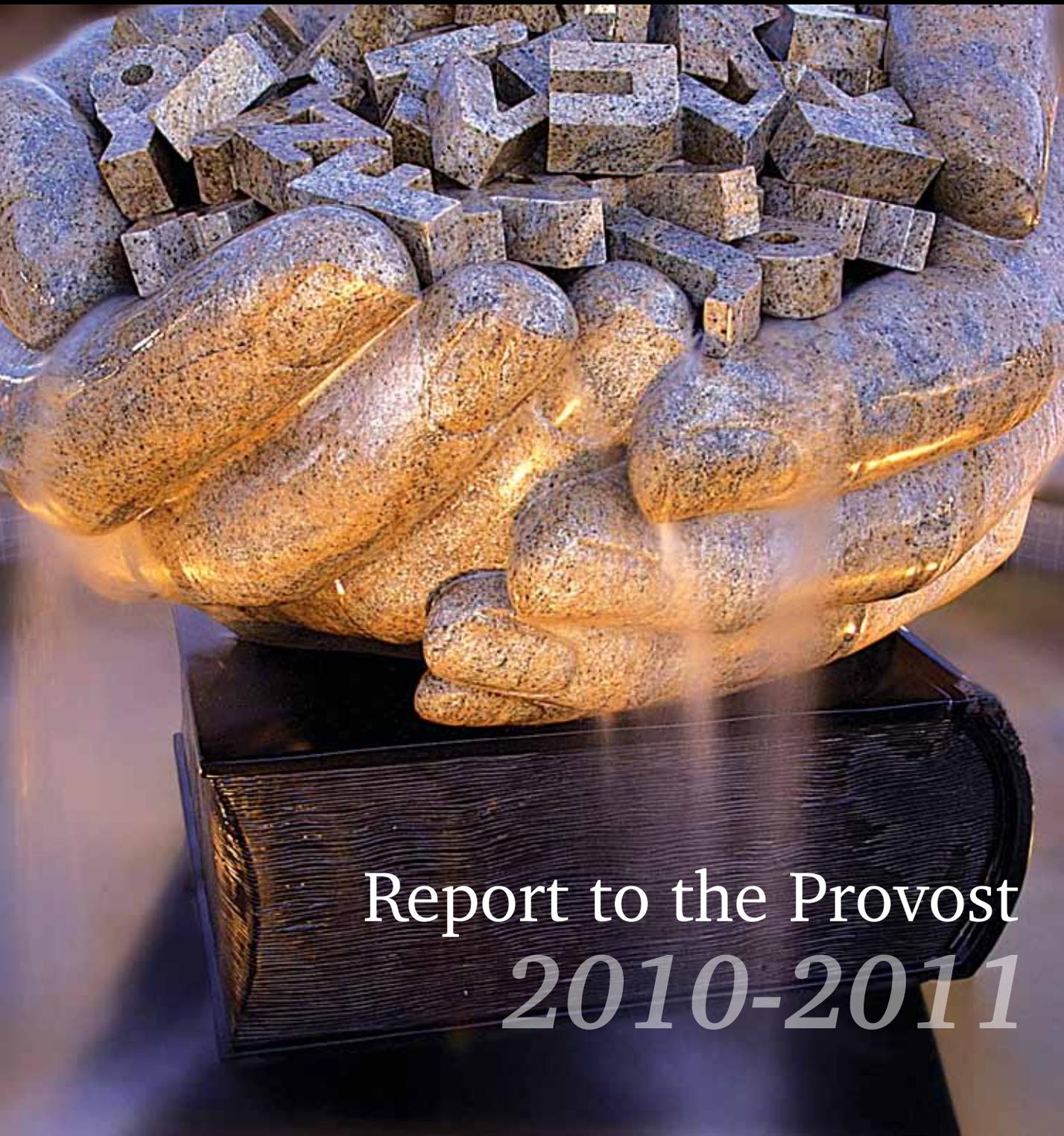




TEXAS TECH UNIVERSITY
Office of the Provost



Report to the Provost
2010-2011



Undergraduate Education and Student Affairs

162 Administration Building
806.742.7025

www.provost.ttu.edu/acadaffairs

Rob Stewart, Ed.D., Sr. Vice Provost

Patrick Hughes, Ph.D., Associate Vice Provost



Rob Stewart, Ed.D.
Sr. Vice Provost



Patrick Hughes, Ph.D.
Associate Vice Provost

Student life at Texas Tech University is a strong blend of academic, social, and personal development. While clearly, activity in classrooms, laboratories, studios, libraries, and the field engage students in their essential academic experiences, these experiences are augmented or further enriched by the services offered by the offices and departments in Texas Tech's Division of Undergraduate Education and Student Affairs. From assistance with and decisions about standardized tests to earn course credit, to finding opportunities to participate in and present undergraduate research, to enjoying community and influence in student government or service organizations, the academic, social, and personal development of students are well blended through these sorts of opportunities. The division's 2010-2011 Report to the Provost highlights not only the key achievements of these units for the academic year, but also the significant potential yet to be realized by the strategic realignment of Student Affairs within the broad structure of Academic Affairs. Under the capable leadership of Vice Provost Juan Munoz, the excellent directors and staff of the division plan and deliver their programs with the utmost professionalism. The outcomes highlighted in this report are a reflection of these professionals' dedication to Texas Tech's strategic priorities in support of student success and academic quality. We look forward to continuing excellent outcomes building from those reported here.

Regards,

A handwritten signature in black ink that reads "Rob A. Stewart".

Undergraduate Education is a network of undergraduate professionals from a broad spectrum of units whose purpose is to facilitate the successful academic advancement of undergraduate students at Texas Tech University. Undergraduate Education advances student academic success through proactive outreach to students seeking assistance with the selection of an academic area of study, making a successful transition from high school to college, application of effective study skills, active engagement in scholarly research, assistance with college transfer processes, and access to national standardized exams. With these programs and through collaborative efforts with colleges and other units, Undergraduate Education strives to advance student success, uphold Texas Tech's academic expectations, and instill a tradition of life-long learning in our students.

Regards,

A handwritten signature in black ink that reads "Patrick C. Hughes".

Academic Testing Services

Academic Testing Services

214 West Hall
806.742.3671
testing@ttu.edu
www.depts.ttu.edu/testing

Pat McConnel, M.S., Director

MISSION STATEMENT

Academic Testing Services provides proctored testing services administered in a secure and appropriate standardized testing environment.

INFORMATION

Academic Testing Services provides testing services essential to admissions, retention, graduation and post-graduation needs of Texas Tech University and the community. All exams offered are designated for the purpose of increasing enrollment and promoting student success. The quality test environment perpetuates academic rigor and integrity, while providing an optimal location and setting that promotes academic persistence for all student groups.

ACCOMPLISHMENTS 2010-2011

- Administered 15,309 exams used to increase enrollment and promote student success.
- Increased the volume of Accuplacer and Quick THEA exams used for THECB Closing the Gaps



ATS Staff: Front: Steve Martin, Pat McConnel, Jennifer Fidler, Michael Carter Back: Jeralyn Schwartz, Jana Driver-Caffey, Kaylyn Dowdy

Texas Success Initiatives. The ATS flexible weekly schedule assisted Texas Tech students, as well as, providing additional testing opportunities for the benefit of local high schools and South Plains College. Community examinees self-reported that they were in programs for dual-credit, Licensed Vocational Nursing and the Fire Academy.



Pat McConnel, M.S.
Director

- Collaborated with the College of Mass Communications to implement a computer-based Grammar, Spelling and Punctuation exam offered in Academic Testing. The transitioned exam provides immediate score results for enhanced advising and the expanded administration schedule provides additional opportunities for students to meet enrollment deadlines Academic Testing administered 552 exams, this academic year.
- Provided ADA reasonable accommodations for classroom exams for 434 students registered with TTU Student Disability Services. ATS provided a reduced distraction environment for optimal test performance, extended time, readers or scribes and assistive furniture. This service also supported 665 instructors; with a total of 3,973 exams administered which is a 23% increase over the previous year.
- Partnered with major testing agencies to administer 6,746 higher education admissions and professional certification exams. The exams were administered to community patrons and Texas Tech students.
- Hosted an open house for campus advisors to enhance communication and awareness of the services provided by ATS.

University Advising

University Advising

079 Holden Hall
806.742.2189
advising@ttu.edu
www.advising.ttu.edu

Joshua Barron, MBA, Unit Associate Director

MISSION STATEMENT

University Advising exists to engage, equip, empower, and encourage students (and their families) to explore and excel in their educational goals and beyond.

INFORMATION

University Advising (UA) undertakes important student recruitment, transition, and retention initiatives via seven distinct and yet closely related advising endeavors (detailed online as indicated below:

- University Advising: advising.ttu.edu/stratplan
- Campus Advising Initiatives: advising.ttu.edu/advisors
- University Advising Center (UAC): j.mp/texastech-uac
- TTU Discovery! Program: discovery.ttu.edu
- TTU PreLaw Program: prelaw.ttu.edu
- TTU PreEngineering Program: preengineering.ttu.edu
- A&S On-Site Recruiters for Prospective Students: www.as.ttu.edu/prospective

ACCOMPLISHMENTS 2010-2011

- A campus Sharepoint site was deployed to provide a virtual gathering space and knowledge repository supporting all TTU Academic Advisors. UA advisors also made 14,375 documented referrals to help students connect with valuable resources.
- A total of 24,553 individuals visited 079 Holden Hall; 854 connected by Facebook; 35,289 via Google resulting in 963 user actions (e.g., maps, directions, & web site visits).
- UA advisors conducted 3,519 appointments and engaged 3,177 students in workshops.



Joshua Barron, MBA
Unit Associate
Director

- Beyond course selection, the Discovery! program engaged 1,344 participants. Of these, 96.5% of fully participating students and 97.7% of those completing two components were retained to Spring 2011.
- The PreLaw program's effort identified 1,004 pursuing law school, 724 event participants (14 events), 77 declared Legal Studies minors, and 1,254 additional students engaged via volunteer outreach.
- The PreEngineering program retained 84% of 741 students from Fall 2010 to Spring 2011.



UA Staff: Seated (L-R) David Cannon, Nickki O'Dowd, Cathe Brooks, Johanna Quillin, Jane Truett; Standing (L-R) Joshua Barron, Collin Foster, Courtney Bray, Ange Abena, Blakely Davis, Vernessa Saunders, Josh Hansen, Nathan Timmons, Kymberly Ball, Matthew Haiseler

Center for Undergraduate Research

Center for Undergraduate Research

125 Doak Hall

806.742.1095

cur@ttu.edu

www.undergraduateresearch.ttu.edu

Jeannie Diaz, M.A., *Director*

The Center for Undergraduate Research (CUR) at Texas Tech University provides guidance, support, and funding to engage undergraduates in campus research initiatives. The Center strives to lead the way as the hub of undergraduate research activity while providing one-on-one mentoring to students in all phases of the research process.

Undergraduate cohorts have the opportunity to apply concepts from their courses to realistic situations to further their scholarly achievement through undergraduate research.

ACCOMPLISHMENTS 2010-2011

- Awarded more than 45 travel scholarships to assist undergraduate researchers in presenting research findings at local, state, and national conferences. Students represented TTU undergraduate research across the United States.
- Hosted Undergraduate Research Day at the Capitol in Austin, Texas to showcase the ongoing research of students enrolled at universities throughout the state of Texas. The Center partnered with the Texas Senate Higher Education Committee, the Independent Colleges and Universities of Texas, and the Council of Public



Jeannie Diaz, M.A.
Director



**Anna Thomas-Young
M.Ed.**
Unit Coordinator

- University Presidents and Chancellors. More than 105 undergraduate researchers presented to State legislators.
- Increased participation in the Texas Tech University Undergraduate Research Conference through new outreach and community engagement initiatives. More than 600 attendees participated in the outdoor kickoff event and 140 researchers presented their findings.
- Highlighted undergraduate research posters during the May Board of Regents meeting. Six students were selected to showcase their research findings to the Board of Regents during a poster reception.
- Established the first TTU Undergraduate Research Organization (URO), a student organization dedicated to providing an active forum of knowledge, support, and networking opportunities for the undergraduate research community.
- Awarded researchers funding to attend and present poster presentations during the SACNAS National Conference in Anaheim, California and the National Conference on Undergraduate Research in Ithaca, New York. The Center also coordinated students attendance at the 2011 Lone Star Graduate Diversity Colloquium in Arlington, Texas as part of the Closing the Gaps initiative.
- Funded undergraduate research supplies to support scholarly research.
- Showcased undergraduate researchers and faculty mentors during the annual CUR spring banquet.



Community College and Transfer Relations

Community College and Transfer Relations

234 West Hall

806.742.0876

cctr@ttu.edu

www.cctr.ttu.edu

DaNay Phelps, B.A., *Senior Administrator*

The Office of Community College & Transfer Relations (CCTR) serves a dual charge. First, CCTR advocates, coordinates and facilitates initiatives to improve and create partnerships with other institutions of higher education to orchestrate seamless transfer agreements to Texas Tech. The agreements are designed to enrich students' educational quality and maximize students' investment by maximizing their transfer credits toward a Texas Tech degree through the formation of reverse transfer, articulation, and optimum transfer plans.

Second, CCTR provides pre-transition academic advising services to prospective transfer students attending other institutions. Transcript evaluation, strategic degree and course sequence planning, incorporating undergraduate research and/or study abroad opportunities, graduation timeline strategies, and campus networking are among the services provided.

ACCOMPLISHMENTS 2010-2011

- College partnership - Presented to community college partners in attendance at the Texas Tech Diversity in Engineering Advisor Workshop.
- February 2010 Transfer Visit Day - Presented transfer information and TTU resources.
- Development Office partnership - provided transfer student and program data to support \$2M Transfer Student Scholarship proposal.

OUTREACH AND ENGAGEMENT

- Community College Connection - Facilitated bringing contacts from TTUHSC—Nursing program and Tarrant County Community College together to negotiate articulation agreement.

- Assessment - Participated in AACRAO Articulation Agreement Process consultation and will lead efforts to design action plan to improve TTU articulation agreement process.
- Established a new office location, contact information and hired staff.
- Student Government partnership – Collaborating with the Transfer Council subcommittee of the Student Government Association to identify needs, issues of concern, and work to improve transfer process from the student perspective.
- Community partner - Partnering with TRIO program, LEARN Inc. Build relationships with secondary school students planning to attend South Plains College and educate students on the two to four year institution transfer process.



DaNay Phelps, B.A.
Senior Administrator



CCTR Staff: Front: DaNay Phelps. Back: Left to Right, Stacy Silasi, Missy Helbert

Freshman Seminar IS 1100

Freshman Seminar IS 1100

207 Mass Communications Building
806.742.6500
roger.saathoff@ttu.edu
www.is1100.ttu.edu

Roger Saathoff, Ph.D., University Coordinator IS 1100

PROGRAM OVERVIEW

The Freshman Seminar Program is the academic component of student success efforts for freshmen entering Texas Tech University for the first time each Fall. Organized under the class title of Interdisciplinary Studies 1100, the program is delivered by faculty from departments and programs throughout the university.

The Freshman Seminar Program involves up to 120 faculty and 1,800 students in 85-90 sections of IS 1100.

MISSION

The Freshman Seminar Program promotes academic, personal and social success among first-semester freshmen through the content and activities of the student success class Interdisciplinary Studies 1100, taught by university faculty.

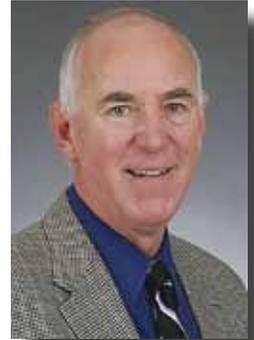
ACCOMPLISHMENTS 2010-2011

- Increase of more than 400 students enrolled in IS 1100 in Fall 2010 over Fall 2009 (approximately 1,800 total enrollment in 2010).
- Redesign of IS 1100 web site (www.is1100.ttu.edu).
- Recognition of two program faculty for outstanding and innovative teaching efforts- Dr. Loretta Bradley, Horn Professor, Department of Educational Psychology and Leadership, and Dr. Erin Hardin, Department of Psychology.
- Adoption of new textbook.
- Redesign of Red Raider Orientation brochures for 2011.
- Participation in successful AVID grant.

ASSESSMENTS

- 84% of students taking the class in 2010 reported they had improved their research skills.
- 91% of students taking the class in 2010 reported they had improved their study skills.

- 90% of students taking the class in 2010 reported they were more prepared for college outside of the classroom.
- 95% of students taking the class in 2010 reported they were more prepared for college inside the classroom.



Roger Saathoff, Ph.D.
Associate Professor
University Coordinator
IS 1100



Kyle Shults
Physics Major

I'm aiming for good grades, so I wanted to do everything I could to help. It really helped!

– 2010 Freshman
Physics Major

Nothing about it is like a typical class... To tell you the truth, you do learn beneficial things about how to survive in college.

– 2010 Freshman
Psychology Major



Taryn Borchardt
Psychology Major

Teaching, Learning, and Technology Center (TLTC)

Teaching, Learning, and Technology Center (TLTC)

University Library Building
806.742.0133
tltc@ttu.edu
www.tltc.ttu.edu

Suzanne Tapp, M.A., *Interim Director*



Suzanne Tapp, M.A.
Interim Director

MISSION

The Teaching, Learning, and Technology Center at Texas Tech University supports the university's commitment to excellence in teaching and learning by providing interactive faculty development opportunities, practical teaching assistance, encouraging innovation in experiential pedagogies, supporting technologies that enhance the teaching and learning process, and promoting the Scholarship of Teaching and Learning (SoTL).

ACCOMPLISHMENTS 2010-2011

- The TLTC facilitated 145 teaching and learning workshops with over 2,860 attendees.
- Seven current/past TEACH fellows won awards recognizing their excellence in teaching and research. A fellow has been asked to teach an Honors FYE section of Psychology next year, solely due to her participation in the TEACH Program. These awards demonstrate the quality of graduate students selected as TEACH fellows.
- Suzanne Tapp was elected to the Board of Directors (2011-2014) for the Professional and Organizational Development Network in Higher Education, the premier professional society for faculty development.
- Mary Fehr was chosen to participate on a nation wide team who helped shape a "scorecard" for quality in distance education programs. The scorecard was recently selected as a winner of the 2010 Sloan-C Best Practice Award.
- The Service Learning program now has more than 60 "S-designated" courses.

- Blackboard and Banner were fully integrated in November, 2010 and were active for the Spring, 2011 semester. Benefits include near real-time student auto-population into Blackboard sections, and the ability for instructors to submit grades directly from Blackboard into Banner.
- As of June, 2011, we have 612 followers on Twitter and more than 3,400 views on Facebook.



TLTC Staff: Left to right, front row: Tina Sansom, Charlotte Wynn, Irene Arellano, Karissa Greathouse, Heidi Zhao, Suzanne Tapp, Allison Boye, Micah Logan. Left to right, back row: David Forrest, Troy Lescher, Ching Lee, Mary Fehr, David Rodriguez.

Support Operations for Academic Retention (SOAR)

Support Operations for Academic Retention (SOAR)

80 Holden Hall
806.742.3664
soar@ttu.edu
www.soar.ttu.edu

Michelle Kiser, Ed.D., Director

MISSION

Support Operations for Academic Retention (SOAR) provides services for Texas Tech students as a supplement to classroom and lab instruction, enabling them to achieve academic success and develop lifelong learning skills.



SOAR Staff: From Top Left to Right: Paul Pierce, Travis Jorge, Michael A. Brown, Tasha Vice, Brenda Winn, Lissa Cobb, Tami Prichard, Marissa Cisneros, Josie Solis, Brandi Beckham, Stacy Elliott, Laura Bosh, Esther Salazar, Jimmy Duenes, Michelle Kiser, Emily Hammer, Corie Hernandez

VISION

Support Operations for Academic Retention (SOAR) will provide quality services to meet all the academic achievement needs for students by:

- Establishing collaborative relationships with faculty to strengthen students' educational experience;
- Increasing learning opportunities to foster an eagerness to learn and contribute toward lifelong learning for all students; and
- Ensuring that all students using any area of SOAR experience high quality service addressing their personal and academic needs.



Michelle Kiser, Ed.D.
Director

VALUES

Support Operations for Academic Retention (SOAR) promotes integrity in all areas of public service, respecting the rights and dignity of all who use our service.

INFORMATION

SOAR endeavors to assist students achieve academic success. The department has five main areas: The Learning Center, Tech Transfer Acceleration Program, XL: Strategies for Learning, Supplemental Instruction, and Texas Success Initiative Developmental Education Program (TSI).

ACCOMPLISHMENTS 2010-2011

The Learning Center

- Military veteran usage of tutoring services increased 281% from Fall/Spring 2009-2010, 304 contacts accounting for 694 contact hours.
- Tutoring contacts increased by 3,180 students from the previous year.
- Audio/visual contact use increased 66% from Fall Spring 2009-2010.
- Computer lab usage increased 81% from Fall/Spring 2009-2010.

- Academic advising/professional counseling contacts increased 55% from Fall/Spring 2009-2010.

Supplemental Instruction

- The SI Program received 23,600 student contacts resulting in 53,180 contact hours.
- The SI Program covered 16 courses and 69 sections.
- The SI Program expanded summer offerings to include CHEM 3306 and 1308.
- The SI Program conducted 2,104 hours of review sessions during the 2010-2011.

Tech Transfer Acceleration Program

- 85% of program participants successfully completed TTAP.
- 60% of TTAP participants at the end of Fall 2010, were eligible for transfer to Texas Tech.
- 50% of TTAP participants at the end of Spring 2011, were eligible for transfer to Texas Tech.
- 61% of program participants from 2009 through Spring 2011 transferred into Texas Tech.
- TTAP increased collaboration with the Learning Center student mentors through structured study hall hours and individual student mentoring session.
- TTAP implemented summer II pilot program for Fall transfer students.
- TTAP developed advising syllabus to be implemented during the summer II pilot program.

Texas Success Initiative

- TSI provided support to 779 students in the areas of reading, writing, and mathematics for the Fall/Spring 2010-2011.
- Directly resulting from TSI support, 220 students were declared college ready.
- TSI implemented an intrusive advising model to increase student retention and improve student involvement on campus.

- Paul Pierce, TSI math instructor, authored a textbook entitled *Developmental Algebra Intermediate-Preparing for College Mathematics* and *Developmental Algebra Beginning and Intermediate-Preparing for College Mathematics* published by Cognella.
- Emily Hammer, Assistant Director, and Paul Pierce collaborated to create supplemental instructional materials for TSI mathematics students.

XL: Strategies for Learning

- The Spring 2011 population resulted in 45 sections of XL 0201, the largest number of sections offered to date.
- Nineteen new instructors were hired.
- A complete redesign of the instructor training program, including monthly development meetings.
- Enhanced student notification and tracking methods, and communication with college administration.
- SAMS student at-risk software was implemented and utilized by multiple programs for early alert advising, improving student performance awareness and faculty engagement.
- Published a personal planner for students. Revised course assignments and assessments. A pilot of a new electronic assessment, College Success Factors Index, was implemented during summer I and II.



The Learning Center Tutoring Area

Student Affairs

Student Affairs

201AA Student Union Building
806.742.2984

www.depts.ttu.edu/provost/acadaffairs

Amy Murphy, Ph.D., *Managing Director, Interim Dean of Students*

PURPOSE

Student Affairs promotes the advancement of knowledge, focusing especially on learning that takes place beyond the classroom environment. By challenging students to become active participants and members of the university community, we develop ethical and innovative leaders who are better prepared for a diverse and globally competitive workplace.

STUDENT AFFAIRS DEPARTMENTS

- Center for Campus Life
- Dean of Students Office
- Ombuds for Students
- Parent & Family Relations
- Student Counseling Center
- Student Disability Services
- Student Government Services
- Student Judicial Programs
- Student Legal Services
- Student Media
- University Career Services

ADMINISTRATIVE REALIGNMENT

In 2011, student affairs departments were realigned under the Provost's Office. This move will provide many opportunities for increased collaboration between undergraduate education and student affairs departments, ultimately benefiting students and supporting the university's academic mission. The realignment demonstrates Texas Tech's strong commitment to student success in all realms of the college experience, both inside and outside the classroom.

ACCOMPLISHMENTS

2010- 2011

- Lead a multidisciplinary team focused on the undergraduate experience as part of the university's Strategic Enrollment Planning Council.
- Assisted with the coordination of Raiderville, a spirit activity that engaged more than 2,000 students prior to the UT vs. TTU football game.
- Hosted a Sportsmanship Forum for student organizations.
- Provided training for members of the Assessment and Response Team and the academic colleges regarding assisting students of concern.
- Provided supportive services to more than 500 students and their family members in times of distress or crisis.
- Lead the multidisciplinary team assembled to host the inaugural Academic Major Fair for undergraduate and graduate students.
- Lead a multidisciplinary effort to draft a new Academic Integrity Policy.
- Assisted with coordination of Strive for Honor Week, a celebration of honor, integrity and values held by faculty, students and staff at Texas Tech. A total of 55 nominees were honored for their commitment to living their values.
- Prepared the 2011-2012 Student Handbook.



Amy Murphy, Ph.D.
*Managing Director
Interim Dean of Students*

Center for Campus Life

Center for Campus Life

201A Student Union Building
806-742-5433
campuslife@ttu.edu
www.campuslife.ttu.edu

Tara Miller, Ed.D., Director

MISSION

The Center for Campus Life focuses on student transitions and student leadership, connecting students to University and campus traditions, establishing positive relationships with students and families, and maintaining collaborative partnerships with TTU departments and the Lubbock community.

ACCOMPLISHMENTS 2010-2011

RED RAIDER ORIENTATION, FIRST YEAR RAIDER EXPERIENCE & TRANSFER CONNECTION

- 7,322 students and 5,765 parent & family members attend Red Raider Orientation during Summer 2010. More than 99% enroll for classes after attending.
- *Frankenstein* by Mary Shelley (1834 edition) was featured as the 2010 Summer Reading Program book. Special partnerships included the development of a reading guide by the Honors College Book Club and multi-media promotional development by a doctoral-level English class.
- A new admitted student website was launched in January (www.admitted.ttu.edu). The website provides students with a personalized checklist of steps to take prior to enrolling in classes and collects information about student interests.

STUDENT ORGANIZATIONS AND GREEK LIFE

- More than 3,700 students reported membership in a Greek fraternity or sorority in fall 2010 with an average GPA of 2.98.
- Completed the AFA/EBI Fraternity & Sorority Assessment with more than 1,000 participants. Areas of



Tara Miller, Ed.D.
Director

highest satisfaction for the Texas Tech Greek Community are in contributions to learning about interpersonal relationship skills, sense of belonging, and self worth.

- The first Native American fraternity and sorority at a university in Texas established membership at Texas Tech in November.
- More than 3,000 fraternity and sorority members attended the Clay R. Warren Memorial Risk Management Speaker Series in January to hear Dr. Lori Hart discuss “Making Greek Great.”
- National Pan-Hellenic Council partnered with the Athletic Department to present a Black History Month program featuring Danny Hardaway, the first African-American scholarship athlete at Texas Tech University.
- Panhellenic sororities hosted “Something of Value,” a values-based program to address risk management education for collegians. More than 160 sorority leaders were led by National Panhellenic Council representatives, attorneys, and international officers from each of the 11 sororities.
- Greek organizations raised more than \$50,000. Seven hundred students participated in shifts throughout a 24-hour build weekend to construct a Habitat for Humanity home.

SPIRIT & TRADITIONS

- The Texas Tech Cheerleaders received the highest finish in TTU history with 2nd place at the National Cheerleaders Association Collegiate Cheer/Dance Championship in Daytona, FL. The Pom Squad finished in 13th place.
- In a unique partnership with the Dallas Cowboys Cheerleaders organization, Shelley Roper-McCaslin completed an external review of the Pom Squad. A recruitment and information session for students interested in tryouts for Dallas Cowboys Cheerleaders was also hosted.
- Distributed a new Texas Tech Traditions publication featuring scan tags with links to video and music. Campus Life staff began presenting regularly on Tech Traditions at all new employee orientations.

STUDENT RETENTION & ASSESSMENT

- A sophomore year persistence model that identifies indicators of student attrition, known as retentionRT, was created. It will help the university identify the students who are at risk through an early alert system and guide students to the services they need to be successful.



Greek Treat

- Created extensive profiles of TTU student sub-populations (sophomore, Former Tech, students living off campus, student attending Red Raider Orientation) to help the campus community better understand who TTU students are...their needs, interests, backgrounds, preferences, etc., both inside and outside of the classroom.



Homecoming

OUTREACH & RECOGNITION

- Red Raider Orientation received Outstanding Brochure, Outstanding Handbook, and Outstanding Website at the National Orientation Directors Association awards.
- Eight Red Raider Orientation Student Captains attended the National Orientation Directors Association Region IV Conference. Students were recognized in a case study competition for “best overall” and “best communicators” during the event.
- The Texas Tech Pom Squad and Masked Rider were featured in ESPN Magazine’s feature story on Texas’ schools with the best “hand signs”. Texas Tech’s “Gun’s Up” was chosen as the lead feature story for the article.
- Brianne Hight, 2009-2010 Masked Rider, was featured in the Texas Tech System Capital Campaign fundraising video.
- The Masked Rider was named in the AP Top 10 “Coolest Mascots”.
- The National College Football Hall of Fame has included a Masked Rider costume in a 2011 display on College Mascots.

Ombuds Office

Ombuds Office

024 Student Union Building

806-742-SAFE

www.ombuds.ttu.edu

Andrew Canham., *Ph.D., J.D., Ombuds*

Promoting student success by serving as “a safe place to bring concerns and find solutions.”

DEPARTMENT OVERVIEW

The Ombuds Office is a “safe place to bring concerns and find solutions.” We provide confidential, informal, and objective dispute resolution services. We help visitors identify and evaluate options to address their student related concerns and promote fair and equitable treatment within the university system. Services often provided include conflict coaching, partnering (to prevent issues before they occur), conciliation (building relationships between parties), shuttle diplomacy, mediation, climate assessment, training and education, and addressing systemic concerns.

MISSION

The Ombuds Office promotes each person’s learning experience by fostering proactive education and resolution of student-related academic and personal concerns.

VISION

The Ombuds Office will enrich the educational experience by empowering visitors to resolve their concerns in a proactive, professional manner with the goal of carrying these skills forward into their careers and communities.

The Ombuds Office is committed to the values of

- Mutual respect and high ethical standards
- Cooperation and communication
- Creativity and innovation



Andrew Canham,
Ph.D., J.D.
Ombuds

- Community service and leadership
- Academic and intellectual freedom
- Pursuit of excellence
- Accountability
- Diversity

ACCOMPLISHMENTS 2010-2011

- 2010-2011 Department of the Year, awarded by Student Government Association
- 1,064 visitors Fall 2010 & Spring 2011.

Our services help:

- Decrease stress and increase productivity
- Foster hope, wellness and retention
- Identify systemic trends
- Amplify messages—up and down
- Prevent the need to use formal procedures

Parent and Family Relations

Parent and Family Relations

201 Q Student Union Building

806.742.3630

www.depts.ttu.edu/parentrelations

Elizabeth Massengale, *Ph.D.*, Director

MISSION

Parent and Family Relations, in collaboration with the Texas Tech Parents Association, promotes each student's learning experience by engaging parents and families as active partners in supporting student success at Texas Tech University.

VISION

Parent and Family Relations, in collaboration with the Texas Tech Parents Association, recognizes the importance of family support in the success and retention of students. By providing information and connective interaction between the university, parents, family members, and students, Parent and Family Relations seeks to support students in achieving maximum success.

VALUES

Parent and Family Relations is committed to the values of:

- Promoting Leadership and Development Opportunities
- Communication, Interaction, and Guidance
- Relationship Building
- Creativity, Innovation, and Collaboration
- Diversity, Mutual Respect, and Ethical Standards



Parents and students enjoy an opportunity to tailgate during Parents Weekend



Elizabeth Massengale
Ph.D.
Director

ACCOMPLISHMENTS 2010-2011

- Increased Texas Tech Parents Association to 57 Student Scholarships from \$750 to \$1,000 each.
- Implemented the Parent Ambassador Program. The program utilizes volunteer parents of current students to assist in the recruitment process of new students by calling parents of perspective students. The volunteers attempted to contact over 425 parents and talked with over 250 parents of perspective students.
- Family Weekend provided an opportunity for over 4,500 parents and family members to visit campus and participate in a variety of events with their student(s).
- Sibling Weekend provided a weekend of activities for over 390 students, siblings, and parents.
- Texas Tech Parents Association membership exceeded 8,200 members.
- Round trip bus transportation was provided to over 450 students during Thanksgiving and Spring Break. A \$100 fee provided to and from transportation from Lubbock to Houston, Dallas/Ft. Worth, Austin, and San Antonio.
- Three new chapters of the Texas Tech Parents Association were established in San Antonio, Abilene, and North Houston. Total Texas Tech Parents Association Chapters is now eight.

Student Counseling Center

Student Counseling Center

201 Student Wellness Center

806.742.3674

www.depts.ttu.edu/scc

Eileen P Nathan, *Ed.D., Director*

MISSION STATEMENT

The Student Counseling Center provides psychological care and educational experiences for TTU students to help maximize their academic success.

PROGRAM OVERVIEW

College life is brimming with new challenges and choices, and the SCC is available to assist students in navigating these transitions. Counseling issues range from developmental topics of relationship loss and sexual identity to serious mental health disorders such as depression, anxiety and eating disorders, all of which are addressed in individual, couples or group therapy. Wellness educational programming is provided campus-wide to promote healthy living related to issues that college students frequently encounter. Diversity advocacy programs, trauma/crisis counseling, biofeedback technology for stress management and suicide prevention training promote a safe and healthy campus community.

ACCOMPLISHMENTS 2010 – 2011

- Partnered with Human Resource Services to provide suicide prevention training (QPR – Question, Persuade, Refer) to all new employees of Texas Tech University.
- Provided approximately 8,000 hours of therapy services to TTU students.
- Provided wellness educational programming to over 6,000 students.
- Provided semester-long therapy training experiences for 16 TTU graduate students in counseling and clinical psychology during the

Fall 2010 and Spring 2011 semesters.

- Initiated a new Sexual Assault Peer Education Program to increase awareness regarding the impact of sexual assault.
- Provided wellness events during Feed Your Body & Soul Week to raise awareness about positive body image. Through partnership with Greek organizations, 1,643 items of outgrown clothing were collected and donated to Women's Protective Services.
- The SCC Diversity outreach team has contacted nearly 900 Texas Tech students, faculty and staff through our diversity outreach programming. Presentations included topics intended to raise awareness of power and privilege, cultural values in society, and GLBTQ advocacy.
- Two SCC staff psychologists presented programs at the American Group Psychotherapy Association.
- SCC Director served as President of the Texas University Counseling Center Directors Association.
- SCC Associate Director served as accreditation consultant for the American Psychological Association.



Eileen P. Nathan
Ed.D.
Director



Student Wellness Center

Student Disability Services

Student Disability Services

335 West Hall

806.742.3674

www.depts.ttu.edu/students/sds

Larry Phillippe, M.R.C., *Managing Director*

MISSION STATEMENT

Student Disability Services promotes each student's learning experience by providing programs and services for students with disabilities and education of the campus community on issues related to students' disabilities.

PROGRAM OVERVIEW

Texas Tech University has one of the most comprehensive departments for students with disabilities in the state, where the Student Disability Services (SDS) staff provides a variety of accommodations and services for individuals with disabilities.

With over 1,200 students registered for services, we encourage students to overcome challenges and attain personal and academic success while the SDS staff function as student advocates. Through active involvement with all areas of the University, SDS is able to monitor conditions relevant to students with disabilities and offer support in decisions affecting their quality of life.

In addition to the services offered by Student Disability Services office, SDS also offers a supplemental academic enhancement program for students with Learning Disabilities and Attention Deficit/Hyperactivity Disorders, the TECHniques Center. The TECHniques Center is a fee-for-service program that provides one-on-one, regularly scheduled content and study skills tutoring, as well as weekly meetings with an academic counselor.

ACCOMPLISHMENTS 2010-2011

- SDS Advisory Committee developed a comprehensive campus compliance plan to ensure TTU compliance with new federal ADA guidelines.

- SDS converted over 250 textbooks into an electronic format to accommodate visual, learning, and mobility impairments.
- SDS staff conducted faculty training on providing effective classroom accommodations for all students with disabilities.
- All Sign Language Interpreter staff achieved National or State certification, including two staff members who have achieved a Masters Level of Certification in Texas, the highest level possible.
- SDS established two new endowments - The David & Brenda Nelson Endowed Scholarship Fund and the Travis Osborne Endowment Fund.
- SDS received IRB approval for two research projects. One project will study the effectiveness of the intake meeting process for student with disabilities. The second project will study the outcomes of perceived student ability after completion of the SDS Learning Success Seminars.
- SDS implemented the GradesFirst informational management system to closely monitor student academic progress.
- The TECHniques Center set record enrollments for fall and spring semesters and maintained a student retention rate of over 96% to the university.



Larry Phillippe, M.R.C.
Managing Director

Thank you so much for providing support for students who need additional assistance with their studies and helping them achieve success.
– Parent of SDS student client

Student Government Services

Student Government Services

302 Student Union

806.742.3631

www.depts.ttu.edu/sga

Micheal Gunn, B.A., *Assistant Director*



Micheal Gunn, B.A.
Assistant Director

PURPOSE

Student Government Services oversees the daily operations associated with the Student Government Association (SGA), including financial management and campus services for students. The department focuses on the education and development of the SGA Executive Council in the areas of leadership, civic responsibility, and integrity-based decision making.

MISSION

To strive for honor in the service and protection of the student body of Texas Tech University, through representing their interests by developing personal relationships on and off campus. We facilitate and encourage student involvement and provide students with opportunities to develop a lifetime relationship with Texas Tech University.

PROGRAMS AND SERVICES

- Welcome Events: Raider Welcome & New Graduate Welcome Reception
- New Leader Development: Freshman Council
- Student Transportation: Citibus Routes, Bike Lanes & Safe Ride
- Student Safety: Nightly Shuttle & Blue Light Phones
- Student Organizations: \$380,000 annually distributed to 212 student organizations.
- Supply Student Representatives to Student Service Fee Committee and other Committees

- Tech Lubbock Community Day, TLC Day, Campus Recycling Support, Voter Registration
- Campus Publications: *The Word*, *The Raider Reader*, *Housing Guide*, & Bus Maps

ACCOMPLISHMENTS 2010-2011

- Student Government Association legislation passed to establish a graduate student government association to better address the needs of our graduate students.
- Assisted with the launch of a new student organization online registration program that will allow the university to better assess involvement on campus and increase contact with students.
- Engaged under-represented and under subscribed campus constituencies.

Student Judicial Programs

Student Judicial Programs

025 Student Union Building

806.742.1714

www.depts.ttu.edu/studentjudicialprograms/

Sofia Rodriguez, M.Ed., Director



Sofia Rodriguez, M.Ed.
Director

MISSION

Promoting Student Success.

VISION

Student Judicial Programs will challenge students to become active participants in their individual learning experience by proactively educating the campus community and responsibly maintaining and educationally adjudicating alleged violations of the Code of Student Conduct.

PROGRAM OVERVIEW

Student Judicial Programs is the central conduct office at Texas Tech University which oversees the discipline policy standards for Texas Tech students. Student Judicial Programs is committed to educating students about their rights and responsibilities as members of the Texas Tech University community. Students and registered student organizations are subject to judicial action according to the provisions of the Code of Student Conduct and/or the Student Handbook. The standard of proof used in university judicial proceedings is the preponderance of evidence.

ACCOMPLISHMENTS 2010-2011

- Partnered with Student Health Services to refer students with alcohol or drug violations to the BASICS program, which assesses alcohol and drug usage.
- The Texas Tech University Code of Conduct Review Committee streamlined the Code this year in order to facilitate greater understanding of the judicial process among student participants.
- Assisted the Academic Integrity Review Committee as it drafted a new academic integrity policy for the university.
- Proposed a new administrative fee schedule for students found responsible for violating the Code of Student Conduct. Revenues raised from fee assessment will be used to fund alcohol and drug education programs to help students make better choices.
- Partnered with SOAR to refer students who are seen for judicial reasons and found to be struggling academically. These students will have an intake meeting with SOAR to become familiar with available academic support services.
- Hosted monthly Campus Climate meetings with a multidisciplinary group to discuss current issues and trends relating to students and student behavior at Texas Tech University.

Student Legal Services

Student Legal Services

307 Student Union Building

806.742.3289

www.depts.ttu.edu/sls/

Jill Stangl, J.D., Director

MISSION

The Department of Student Legal Services promotes each student's learning experience by providing excellent legal services and preventative programming.

PROGRAM OVERVIEW

Student Legal Services (SLS) provides legal advice, counsel and limited representation for currently enrolled students at TTU/HSC. Services include document preparation, notary, advising and research. Representation is available in a variety of cases, but must be in Lubbock County. We are staffed by three full-time licensed attorneys, one administrative assistant, two law clerks and externs. Notary services are also provided to the campus community free of charge. Preventative programming is offered to student organizations, classes, orientations and fairs on a variety of topics.

Student Legal Services' primary goal is to provide legal services to students to help them deal with their legal situation and enhance their understanding of the legal system, rights and responsibilities so they can focus on their academics.

ACCOMPLISHMENTS 2010-2011

- SLS received the 2010 Jim Aldridge Award for Project Excellence from the University Student Legal Services Association Western Region. The award recognized the department's achievement in developing a student learning assessment instrument for legal services.
- Handled approximately 4,629 student contacts and managed a case load of 553 clients from September 1, 2010 through May 31, 2011, a 15% case load increase from the previous year.



Jill Stangl, J.D.
Director

- Substantially increased outreach services by providing 22 presentations to student organizations and residence halls, an increase from the previous year.
- SLS Assessment Data: 76% of students indicate that SLS positively impacted their ability to remain enrolled at TTU; 99% of students indicate that SLS enabled them to focus on their studies.
- Partnered with Texas Tech Student Government Association, University Student Housing and the Center for Campus Life in the Off-Campus Housing Fair attended by over 550 students.

The attorney I met let me feel at ease about my situation and explained all the possibilities and procedures that will occur [in my case].

– SLS client

Student Media

Student Media

103 Student Media Building

806.742.3388

www.dailytoreador.com

Susan Peterson, *M.Ed., Managing Director*

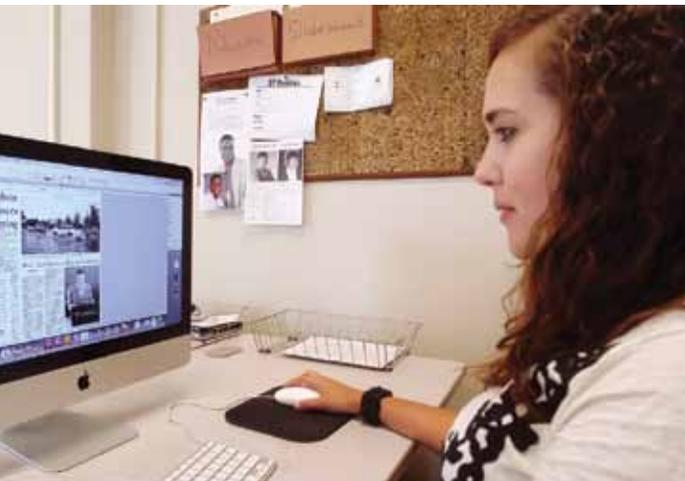
MISSION

Student Media promotes student success through practical application of journalism, broadcast and business knowledge in a professional and diverse learning environment of publishing *The Daily Toreador* student newspaper; *La Ventana* yearbook; and a website devoted to new media, www.dailytoreador.com.

VISION

Student Media will be a leader in advancing the Texas Tech college experience through:

- Serving as the designated public forum for the Texas Tech University System;
- Producing high quality publications and programming that meets the needs of the campus community and ranks among the top 10 student media operations in the nation;



Susan Peterson, M.Ed.
Managing Director

- Cultivating a staff that is competent, knowledgeable, and experienced in publication production and multimedia broadcasting using the independent editor model for student media management;

PROGRAM OVERVIEW

Student Media provides employment opportunities for students to use journalism, broadcast and business academic knowledge obtained at Texas Tech in the practical settings of publishing the student newspaper, *The Daily Toreador (DT)*; the campus yearbook, *La Ventana*; and a website devoted to new media, www.dailytoreador.com.

ACCOMPLISHMENTS 2010-2011

- Student Media's *Daily Toreador* student newspaper and *La Ventana* yearbook won 66 Awards from Columbia Scholastic Press Association, Texas Intercollegiate Press Association, and College Newspaper Business and Advertising Managers.
- The *Daily Toreador* received honorable mention in the Texas Associated Press Managing Editors college newspaper of the year competition.
- The *Daily Toreador* website, www.dailytoreador.com, was nominated for a Pacemaker award by the Associated Collegiate Press. The *DT* website was one of 16 college newspaper websites nominated from over 250 entries.

University Career Services

University Career Services

150 Wiggins Complex

806.742.2210

www.careerservices.ttu.edu

Jay Killough, M.A., Director



Jay Killough, M.A.
Director

Texas Tech University Career Services views a student's career development as a part of the student's overall college and life experience. The primary focus is to assist in career development and education for students and alumni. University Career Services provides an extensive list of online jobs and on-campus interviews through RaiderJobs (www.raiderjobs.ttu.edu), as well as, career counseling for students to explore those factors influencing career decisions. To maximize our career counseling appointments, we help students select career paths and internship endeavors through an extensive battery of career assessments including the Strong Interest Inventory, StrengthsQuest, TypeFocus and more.

ACCOMPLISHMENTS 2010-2011

- Contributing to a #18 national ranking in the Wall Street Journal's Employer Survey.
- University Wide Career Fair fall 2010 attracting 94 employers and 1,000 students.
- 3,455 Individual Student Appointments for the academic school year.
- StrengthsQuest had 5,500 student assessments.
- Focus, TypeFocus, MBTI and Strong Interest inventory had 3,000 student assessments.
- Spring Career Networking Event attracted 25 companies and 100 students.
- Created strengths-Based Senior Seminar Class for career development.

- Raider Mentor Network: 230 alumni mentors to provide career advice for undergraduates.
- RaiderJobs.com: Over a thousand full-time, part-time and internship listings.
- Etiquette dinners: Provide etiquette coaching to 150 students each semester.
- Presentations made to approximately 400 classes and student organizations outreaching to approximately 18,000 students.
- UCS is a site of excellence for graduate counselor interns from the College of Education.

I appreciate the time you took to mock interview me. I am very excited to take what you taught me and use it during the interview process while looking for a job.

– Graduating Senior

Undergraduate Education

Academic Testing Services

214 West Hall
806.742.3671
testing@ttu.edu
www.depts.ttu.edu/testing

University Advising

079 Holden Hall
806.742.2189
advising@ttu.edu
www.advising.ttu.edu

Center for Undergraduate Research

125 Doak Hall
806.742.1095
cur@ttu.edu
www.undergraduateresearch.ttu.edu

Community College and Transfer Relations

234 West Hall
806.742.0876
cctr@ttu.edu
www.cctr.ttu.edu

Freshman Seminar IS 1100

207 Mass Communications Building
806.742.6500
roger.saathoff@ttu.edu
www.is1100.ttu.edu

Teaching, Learning, and Technology Center (TLTC)

University Library Building
806.742.0133
tltc@ttu.edu
www.tltc.ttu.edu

Support Operations for Academic Retention (SOAR)

80 Holden Hall
806.742.3664
www.soar.ttu.edu

Supplemental Instruction

80 Holden Hall
806.742.3664
www.si.soar.ttu.edu

The Learning Center

80 Holden Hall
806.742.3664
www.lc.soar.ttu.edu

Tech Transfer Acceleration Program (TTAP)

37 Holden Hall
806.742.3664
www.ttap.soar.ttu.edu

Texas Success Initiative (TSI)

78 Holden Hall
806.742.3242
www.tsi.ttu.edu



Student Affairs

Student Affairs

201AA Student Union Building

806.742.2984

www.depts.ttu.edu/provost/acadaffairs

Center for Campus Life

201A Student Union Building

806-742-5433

campuslife@ttu.edu

www.campuslife.ttu.edu

Ombuds Office

024 Student Union Building

806-742-SAFE

www.ombuds.ttu.edu

Parent and Family Relations

201 Q Student Union Building

806.742.3630

www.depts.ttu.edu/parentrelations

Student Counseling Center

201 Student Wellness Center

806.742.3674

www.depts.ttu.edu/scc

Student Disability Services

335 West Hall

806.742.3674

www.depts.ttu.edu/students/sds

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302 Student Union Building

806.742.3631

www.depts.ttu.edu/sga

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TEXAS TECH UNIVERSITY

Office of the Provost

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