message from the LEADERSHIP TEAM

Over the last year the Division of Undergraduate Education and Student Affairs has continued to strive toward a common goal; promoting student success. Echoing the University’s mission statement, our focus as a division has been to lead by example and exhibit ethical leadership in a diverse and global workplace. Undergraduate Education and Student Affairs (UESA) is a network of professionals from a broad spectrum of units whose purpose is to facilitate the retention and successful advancement of students at Texas Tech University. Understanding student development is a key factor in helping students succeed. The proactive outreach of the 28 units that make up UESA create an environment for students to pursue leadership opportunities, successfully transition from high school to college, actively engage in scholarly research, and find their best fit for their major and career.

Still, within these successful broad domains of support, UESA will do more to promote student success at Texas Tech University. For example, in his book published by University of Chicago Press (2012) entitled, Completing College, Vincent Tinto provides a framework for institutional action for student success and shows how it can be applied to guide programs and policies in four-year institutional settings. Effective learning, Tinto argues, “requires colleges and universities to promote and support collaboration in new ways.” One component of Tinto’s plan calls for greater alignment with and connection to students’ classroom experiences so they may have greater access to needed support services. The Division of Undergraduate Education and Student Affairs plans to strengthen its current academic partnerships as well as build new relationships with academic partners across the university. With these programs and through collaborative efforts with colleges and other units, UESA strives to uphold Texas Tech’s academic expectations and instill a tradition of life-long learning in our students.

The collaboration between academic and student affairs will continue to be highlighted in the coming year as we plan to implement additional ways of sharing the pursuit of student success and engagement goals.

From here it is possible,

PATRICK C. HUGHES, PH.D.
Associate Vice Provost for Undergraduate Education

DR. JUAN S. MUÑOZ, PH.D.
Vice Provost for Undergraduate Education and Student Affairs
Senior Vice President for Institutional Diversity, Equity, and Community Engagement

CATHERINE A. DURAN, PH.D.
Assistant Vice Provost for Student Affairs
Red Raider Orientation (RRO) continues to be the premier enrollment event for prospective students, but it is also considered retention point Number One for new students. RRO is a program designed to be a students’ introduction to the university, the faculty and staff, and the academic experience.

7,010 students and over 5,000 parent & family members attended Red Raider Orientation during summer 2011. More than 97% enrolled for classes after attending. RRO also employs more than 40 student leaders as staff for the 3-day and 1-day programs. These opportunities further support student leadership development.

Red Raider Orientation is a vital recruitment and retention program, and it takes the entire university community to implement. Partnerships within the Division of Undergraduate Education & Student Affairs as well as each academic college are essential to the effectiveness of RRO, which leads to a better experience for our respective students and parents. This year, Red Raider Orientation partnered with campus academic advisors to implement a new advising experience consistent across all colleges; including a college check-in process to help students with major selection. In addition, RRO collaborated with departments in Institutional Diversity to offer sessions to parents and students, including the Spanish speaking welcome, PEGASUS first generation reception, and opportunities to visit with the Military & Veterans Programs office. It takes everyone to show our new students what we have to offer at Texas Tech University!

/// www.redraiderorientation.ttu.edu
center for campus life

The Center for Campus Life promotes student success by facilitating opportunities which enrich the University experience by focusing on student transitions and student leadership. The Center for Campus Life encompasses Red Raider Orientation, Transitions & Engagement, Student Organizations, Greek Life, and Spirit & Traditions.

/// www.campuslife.ttu.edu

transitions & engagement

The Transitions & Engagement department coordinates a collection of programs and services that assist students with the transitions inherent in college and academic life.

ACCOMPLISHMENTS

• In Defense of Food, by Michael Pollen, was featured as the 2011 Summer Reading Program book. The program will continue its partnership with the Presidential Lecture & Performance Series and expand in 2012 to the President's Reading Program. The 2012 book selection is Timothy Egan's The Worst Hard Time.
• The 2nd annual Academic Majors Fair provided major selection advisement to more than 350 students.
• The 2011-2012 Raiders Who Rock Banquet recognized 45 individuals and organizations who exemplify values promoted by the Foundation for a Better Life.
• Eleven students graduated from the 2011-2012 Focus Lubbock class, a leadership and civic engagement program sponsored by the Lubbock Chamber of Commerce.

student organizations & greek life

Student organizations, in more than 16 categories, provide involvement opportunities to students at Texas Tech. In Greek Life, more than 3,800 students participate as members of 52 fraternities and sororities.

/// www.greeklife.ttu.edu
/// http://ttu.orgsync.com

ACCOMPLISHMENTS

• 453 student organizations registered for 2011-2012 with the new online system, OrgSync.
• More than 1500 students participated in the Clay R. Warren Memorial Risk Management Retreat and Speaker Series.
• More than 650 students received individual risk management training in 2011-2012.
• The fraternity and sorority community combined GPA exceeded the All-University semester GPA with over a 3.0.
• The Panhellenic Council successfully teamed up with multicultural sorority, Kappa Delta Chi, to assist in their “Think About It: Stop Drinking and Driving” campaign.
• Circle of Sisterhood was adopted as the Panhellenic-wide philanthropy for Fall 2012. The mission is to leverage the collective wisdom and influence of sorority women to remove educational barriers for girls and women.
• National Pan-Hellenic Council (NPHC) is planning a Unity Step event for the fall to showcase the history of NPHC organizations.

Academics and traditions will come alive at a reformed New Student Convocation in September.
spirit & traditions

The Texas Tech University Spirit Squads incorporates Cheerleaders, Pom Squad, Masked Rider, and Raider Red. The Spirit Squads represented Texas Tech at over 140 appearances per squad, for a total of over 300 appearances in 2011-2012.

/// www.spiritsquads.ttu.edu

ACCOMPLISHMENTS

• The Spirit Coordination Committee was reinstituted and provided more than $150,000 in additional allocations for High Riders, Goin’ Band, Saddle Tramps, and Spirit Squads.
• Bradley Skinner was chosen as the 50th Masked Rider and hosted more than 20 former riders during a recognition event.
• The department expanded involvement opportunities for additional TTU students with the addition of an All-Girl Cheer Squad that will debut in Fall 2012.
• A 3-year corporate sponsor joined the Raider Red program estimated at more than $120,000.
university advising

University Advising exists to engage, equip, empower, and encourage students, and their families, to explore and excel in their educational goals and beyond. University Advising (UA) undertakes important student recruitment, transition, and retention initiatives via seven distinct and yet closely related advising endeavors, which are stated 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
- Arts & Sciences On-Site Recruiters for Prospective Students: www.as.ttu.edu/prospective

UA and Arts & Sciences engaged in an Embedded Advisor partnership where the college funds a Senior Academic Advisor who specifically identifies, creates, and supports efforts to improve the success and retention of Arts & Sciences students. This partnership has helped to increase advisor effectiveness by lowering the overall student-to-advisor ratio for University Advising.

Student populations continue to transition, and University Advising is improving its processes to provide an ever-increasing level of quality, accuracy, and overall success with each student.

ACCOMPLISHMENTS

- UA hosted 1,984 current students in its various group advising events throughout the year. Topics included: Academic Success, Choosing a Best Fit Major, The Law School Admissions Process, and more.
- The University Advising Center Facility welcomed at least 27,540 visitors through its doors during the last year, met students face-to-face in 5,618 individual advising appointments, and engaged 2,808 parents and family members of current students in a variety of settings. UA met with 1,178 staff, 23 faculty, and 43 administrators to collaborate in at least 369 partnership relationships.
- UA Advisors referred 3,449 unique students to utilize 209 campus resources, totaling 104,545 referrals made.
- During events, small groups, and individual appointments, University Advising personnel reached 2,900 prospective Red Raiders and their 2,000 parents and family members.
- UA Advisors documented 11,321 substantive student advising contacts with current students via in-person appointments, phone calls, and email correspondence.

The TTU PreLaw program aggressively promotes graduate-level education. This year the number of interested students swelled to over 1,100.
Family Weekend 2011 hosted 525 students and family members for dinner and 585 for breakfast, sold 336 tailgate passes and 4,660 football tickets.

parent & family relations

Parent and Family Relations continues to support parents, family members, and current students. Various programs and services are offered in collaboration with the Texas Tech Parents Association to provide multiple opportunities for involvement, education, and support. In 2011, Family Weekend attracted over 4,600 parents and family members. Family weekend provides parents and family members with an opportunity to experience Texas Tech with their student.

/// www.parent.ttu.edu

ACCOMPLISHMENTS

• In collaboration with the Texas Tech Parents Association, fifty-seven incoming and current students were provided with $1,000 scholarships. The funds for these scholarships are made possible through an Endowment held in the Texas Tech University Foundation. Contributions to the endowment are made possible through gifts from individuals and the Texas Tech Parents Association.
• Five faculty and thirteen student award winners were honored at the 2012 Texas Tech Parents Association Spring Awards & Scholarship Breakfast. Both the faculty and student award recipients received stipends provided by the Texas Tech Parents Association. The faculty awards are provided in collaboration with the Office of the Vice President for Research and the Office of the Provost.
• In an effort to assist students and their families with financial crises or concerns, the Raider Relief Program and Texas Tech Parents Association Scholarship are available. In 2011-2012, over 30 students were assisted with funding from the Raider Relief Fund.
• Charter Bus trips assisted 613 students with affordable rides home (Dallas/Ft. Worth, Houston, Austin/San Antonio, or El Paso) for Thanksgiving and Spring Break.
• Sibling Weekend brought 271 Texas Tech students and siblings together for a weekend of bonding and learning about college life.
• 22 parent volunteers are participating in the Parent Ambassador Program and have conducted over 300 calls to parents of prospective students in the Houston area.
The Division of Undergraduate Education & Student Affairs launched a refreshed version of the student success course, IS 1100, rebranded as RaiderReady. This freshman seminar course was designed to help students make the transition from high school to college.

Many first year students come to campus thinking they know exactly what is in store for them, and others may come to campus with absolutely no idea. Knowing what to do and knowing how to do something are two different things. RaiderReady creates an engaging environment where freshmen can ask questions and be “active learners” in the transition to collegiate life. The course helps students get involved early in their college career, learn Texas Tech traditions, participate in cultural events, and understand high academic expectations. On the weeks the class does not meet face to face, the students can participate in engagement opportunities on the Texas Tech campus, as well as in the Lubbock community.

This was truly a university effort, and the Division of Undergraduate Education & Student Affairs is proud to house a freshman seminar course that not only educates students, but supports the university’s enrollment and retention efforts.

/// www.raiderready.ttu.edu
The Pre-Professional Health Careers (PPHC) office supports students interested in a health profession career. The PPHC office advises students on health career options, sponsors pre-health career organizations, and provides information about medical school and will answer any questions the protégé may have. Also launching in Fall 2012 is IS 3110: Seminar in Health Careers. The new course will introduce students to ten health career options and better prepare the students to make decisions regarding their own health profession career. The course is designed to help students understand the admission and evaluation process to the professional programs considered, describe the training process for the professional programs considered, and describe typical activities of health care professionals in the programs considered.

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• The TEACH Program completed the 2010-2011 cohort with 19 fellows and 5 alternates, representing 18 different departments.
• The TLPDC collaborated with the Teaching Academy in May to host a reception honoring Communication Studies, the recipient of the prestigious 2012 Departmental Excellence in Teaching award.

The Teaching, Learning, and Professional Development Center (TLPDC) at Texas Tech University supports the university's commitment to excellence in teaching and learning.

The TLPDC staff members teach and host a variety of workshops related to teaching, supplementing teaching with technology, practical classroom management, and online education. Attendance is open to all Texas Tech University faculty, staff, and graduate students. Several series and collaborations with other departments are an important part of TLPDC offerings, such as the “So You Want to be a Professor” series with the Graduate School, the “Lecture Well” series highlighting recipients of the President’s Excellence in Teaching award, and the Ethics Series with the Texas Tech University Ethics Center.

This has been a year of exciting change for the TLPDC, starting with a name change to emphasize a broadened vision in developing and advancing faculty, graduate students, and staff. The TLPDC collaborated with Human Resources to establish the Department Chair Academy to begin professional development sessions aimed at faculty members interested in these leadership positions. The first event, The Roles of Chairs and the Strategic Plan, focused on faculty assessment and was held in January 2012. To better connect with the campus, the TLPDC launched a newsletter with regular features including brief articles with teaching tips or best practices (face-to-face and online), faculty member highlights from various departments, featured sessions and links to the TLPDC schedule, and a small section to highlight upcoming events. The first edition of the TLPDC newsletter was distributed in late August 2011. The TLPDC partnered with other departments to create a session on diverse learners in face-to-face and online courses and address principles of culturally responsive teaching and accessibility in online courses. The session was titled, “Changing Student Populations: Understanding Who is in Our Classrooms and Recognizing their Needs.”

www.tlpd.ttu.edu

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www.depts.ttu.edu/pphc/

ACCOMPLISHMENTS:
• Sponsored Awards for TTU Undergraduate Research Conference
• Princeton Review MCAT preparation
• Kaplan Test Preparation MCAT course
The Texas Tech University Career Center (UCC) views a student’s career development as a part of the student’s overall college and life experience. The UCC’s primary focus is to assist in career development and education for students and alumni. The University Career Center 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 career counseling appointments, the UCC staff helps students select career paths and internships through an extensive battery of career assessments including the Strong Interest Inventory, FOCUS, StrengthsQuest, TypeFocus and more.

The University Career Center partners with alumni and departments across the Texas Tech University campus to foster career development in students. The Raider Mentor Network boasts 230 alumni mentors ready to provide career advice to undergraduates. The UCC also partnered with the Military & Veterans Program (mvp.ttu.edu) to launch the Veterans Career Program, which prepares veterans for the civilian workplace through career coaching and counseling. The University Career Center has developed and implemented a Veterans Career Program to help all military veterans, especially current returning veterans attending Texas Tech. UCC makes sure veterans are aware of the services that the Career Center has available to all our Texas Tech students, including them.

One of the main goals of this new service is to provide specific assistance in helping veterans translate their military work experience and military occupational system designators (MOS) into civilian application. The process not only includes the transitioning language, but also giving veterans tips on business etiquette, resume writing, and interviewing skills in the business professional world. The Career Center has military experienced staff that understands the transitioning process as well as the military lingo. We want veterans to feel comfortable in utilizing UCC services as they continue with their career development and professional endeavors.

~University Studies Faculty Member

ACCOMPLISHMENTS

- 1,068 new employers registered with the University Career Center and posted 3,217 jobs.
- The university wide career fair in Fall 2011 attracted 92 employers and 700 students.

“I frequently have student feedback about the relevance and value of our career class and UCC plays a significant role in that success. The staff has provided our students with an experiential element that prepares them for their next step into the work force.”

-University Studies Faculty Member
Support Operations for Academic Retention (SOAR) provides services for Texas Tech University students as a supplement to classroom and lab instruction, enabling them to achieve academic success and develop lifelong learning skills. SOAR houses The Learning Center, Supplemental Instruction, Texas Success Initiative, and XL: Strategies for Learning. SOAR establishes joint relationships with faculty to strengthen students’ educational experience while increasing learning opportunities to foster an eagerness to learn and contribute toward lifelong learning for all students. SOAR ensures that all students using any area of the department experience full quality service addressing their personal and academic needs.

/// www.soar.ttu.edu
The Learning Center works with high academically achieving students who possess positive regard and genuine concern for helping others to serve as peer tutors and mentors. Students hired are selected not only because of their academic achievements but their ability to relate and engage with peers.

The Learning Center has had great success in increasing its visibility and encouraging students to utilize its services and to strengthen their academic independence. From 2011-2012 the Learning Center was able to expand to reach more than 21,000 students.

www.lc.soor.ttu.edu

ACCOMPLISHMENTS:
- The number of tutoring contacts within the SOAR Learning Center increased from 7,063 to 8,046, a 13% increase from the previous year.
- Online tutoring contacts within the SOAR Learning Center increased from 355 to 7,406, a 95% increase from 2010-2011.

Physics 1408 student

“Supplemental Instruction has a relaxed atmosphere that made it easy to ask questions and say what you didn’t understand. After attending a test review session, my test grade increased by 20 points compared to my previous test.”

- PHYS 1408 student

XL: Strategies for Learning

The XL: Strategies for Learning program provides students with opportunities for personal and academic skill development through coursework and individualized instruction. XL empowers students through self-discovery and awareness of specific issues that hinder academic success.

The XL program encourages growth and reflection. Over the past year, XL has collected feedback from students and instructors, researched similar programs and their methods, and built collaborative bonds with other campus units. These efforts have inspired and refreshed the program and participants.

A peer initiative was launched in XL. This peer initiative has attracted more than twenty volunteer Academic Coaches. The coaches provide aid to the instructors, but their primary purpose is peer support, encouragement, and persistence. The initiative has received overwhelming positive reviews from the students.

www.xl.ttu.edu

ACCOMPLISHMENTS:
- Provided academic success curriculum to more than 1,600 students.
- All administrative processes were made paperless.
- In 2012, XL will be changing to the Academic Development and Retention Program.
The Supplemental Instruction Program (SI) seeks to increase retention within historically difficult courses. SI participants develop an in-depth understanding of course content in addition to effective study skills that are transferable to all university course work. The mission of SI contributes to the University’s strategic priority of increasing enrollment and promoting student success. Research indicates that students earn one-half to one full letter grade higher if they attend SI review sessions regularly throughout the semester.

Supplemental Instruction targets historically difficult courses with a 30% or higher likelihood of a D, F, or W in grade distribution from the initial enrollment. SI Leaders (students who have previously taken the course, mastered the content, and are recommended by a professor) schedule regular sessions designed to follow the course syllabus.

Each SI Leader must attend lectures for the classes they support. This allows them to specifically follow the professor’s unique approach towards the course content. These sessions are not of a tutorial nature, but are instead a peer-facilitated learning environment encouraging the participation of all students in attendance. In 2011-2012, the SI Program covered 16 courses and 62 sections while conducting 73,911 hours of review.

www.si.soar.ttu.edu

**supplemental instruction**

The Texas Success Initiative Program in developmental education at Texas Tech University is committed to assessing students’ college readiness, providing instructional support to bridge educational gaps, preparing students for a multitude of necessary skills, challenging students to become independent learners and critical thinkers, and fostering success in their academic coursework. In 2011-2012, TSI provided support to 693 students in the areas of reading, writing, and mathematics; directly resulting from TSI support, 345 students were declared college ready as of Summer 1, 2012. Students enrolled in TSI coursework receive one-on-one advising with a TSI advisor, during which an individualized academic plan for success is created.

www.tsi.ttu.edu

**texas success initiative (TSI)**

The Texas Success Initiative Program in developmental education at Texas Tech University is committed to assessing students’ college readiness, providing instructional support to bridge educational gaps, preparing students for a multitude of necessary skills, challenging students to become independent learners and critical thinkers, and fostering success in their academic coursework. In 2011-2012, TSI provided support to 693 students in the areas of reading, writing, and mathematics; directly resulting from TSI support, 345 students were declared college ready as of Summer 1, 2012. Students enrolled in TSI coursework receive one-on-one advising with a TSI advisor, during which an individualized academic plan for success is created.

www.tsi.ttu.edu

**ACCOMPLISHMENTS**

- The department restructured TSI classes (piloted Fall 2012) to increase student teacher interaction and comply with THECB requirements.
- The department has increased the utilization of technology in the classroom and in academic support programs to further assist students.

www.tsi.ttu.edu
The Division of Undergraduate Education & Student Affairs uses national survey data to inform the university community on engagement levels of students and the overall campus climate. Survey results are disseminated to the campus community to improve student success at Texas Tech University.

**2012 - 2013 SURVEY ADMINISTRATION**

**Fall 2012:** Before College Survey of Student Engagement (BCSSE) measures incoming students’ levels of engagement before attending college including high school academic engagement, expected academic engagement, expected academic perseverance, expected academic difficulty, and perceived academic preparation.

**Fall 2012:** Diverse Learning Environment (DLE) provides information regarding the needs of our diverse student population by evaluating their awareness of diversity, preparation for a multicultural world, and how our campus climate supports diversity and retention.

**Spring 2013:** National Survey of Student Engagement (NSSE) measures first-year and senior students’ levels of academic challenge, active and collaborative learning, student-faculty interaction, enriching educational experiences, and supportive campus environment.

Engagement: “the time and energy students devote to educationally purposeful activities”
Student Disability Services (SDS) has seen exceptional growth this year. The main office restructured the in-take process to handle the significant increase in numbers of students registering for services. The new process has been streamlined so that it provides faster, more efficient service to the students and families.

The continued implementation of the SDS retention plan has seen the overall student GPA rise from 1.896 in 2006 to 2.77 in Fall 2011. The University approved a mandatory syllabus statement to be utilized by all faculty members that went into effect Fall 2011. The statement ensures that all students with disabilities are provided with accurate and clear information regarding their academic accommodations.

The TECHniques Center of SDS has increased its student service capacity from 125 to 175 over the last two years, but has maintained a spring retention rate of 99% despite the growth. The TECHniques Center has expanded its service offerings to include extended hours for tutoring, that will meet the individual needs of students who are struggling academically.

ACCOMPLISHMENTS

- Junior students registered with Student Disability Services showed great improvement with their GPA rising from 2.58 in Fall 2010 to 2.68 in Fall 2011. First year students continued to show success under the retention program with a Fall 2011 GPA of 2.53.
- The overall SDS GPA was 2.74 in Spring 2011.

Amy Murphy, Ph.D., serves as the Dean of Students and leads efforts to support student success and engagement. More specifically, the Dean of Students staff coordinates the Behavioral Intervention Team, an early intervention and risk assessment group focused on students of concern. With leadership from the Dean of Students Case Manager, approximately 800 students and parents received guidance and support during times of crisis this year. New materials educating the campus community on Students of Concern were disseminated such as Students of Concern reference folder, online reporting link, and website.

Dean of Students office led efforts this year to review the April 4, 2011 U.S. Department of Education Office of Civil Rights Dear Colleague Letter on Sexual Violence. Modifications are underway to the Student Handbook and Code of Student Conduct (www.ttu.edu/studenthandbook) to ensure equitable processes for complainants and respondents. In order to update the campus community on higher education legal issues and updates, multiple trainings were hosted on issues related to student complaints and concerns.

A Campus & Community Safety Working Group began initiatives related to optional renter’s insurance for students, off campus crime alerts, campus lighting, and applications to promote campus safety resources.

Strive for Honor Week remains a collaborative effort with The Foundation for a Better Life, the Texas Tech University Ethics Center, and other departments to promote student values and character development. More than 2,700 students received t-shirts and participated in activities during Strive for Honor Week.

www.deanofstudents.ttu.edu
College life is brimming with new challenges and choices and the Student Counseling Center (SCC) provides professional assistance to students 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 and crisis counseling, biofeedback technology for stress management, and suicide prevention training promote a safe and healthy campus community.

The Student Counseling Center trained 502 Gatekeepers in suicide prevention using the nationally recognized Question, Persuade, Refer (QPR) model. Through partnership with Human Resource Services, 317 trainees were new TTU employees. Since bringing QPR to campus two years ago, the SCC has trained nearly 1,100 faculty, staff and students in this suicide prevention program. The goal is to train all faculty and staff on Texas Tech’s main campus.

Providing these services and programs requires a continuous evaluation of their effectiveness as well as efficiency in their delivery. Satisfaction surveys indicate that 84% of our student-clients rated their distress between 7-10 at intake and after just four counseling sessions, only 18% rated their distress that high. Last year, 75% of student-clients agreed or strongly agreed that their experience at the SCC made it more likely that they would remain in college, compared to the national average of 59%. The SCC looks forward to providing professional counseling services to more students each year.

// www.depts.ttu.edu/scc/

ACCOMPLISHMENTS

• Provided approximately 8,900 hours of counseling/therapy services to TTU students; an 11% increase over last year.
• Established the Raider Allies Network program for the campus community to promote an open forum and supportive learning environment for the Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) student population.
The Student Resolution Center (SRC), formerly Ombuds Office, is a “safe place to bring concerns and find solutions.” The SRC provides confidential, informal, and objective dispute resolution services. The SRC helps visitors identify and evaluate options to address their student related concerns and promote fair and equitable treatment within the university system. The Student Resolution Center provides services such as conflict coaching, partnering to prevent issues before they occur, conciliation, shuttle diplomacy, mediation, climate assessment, training and education, and addressing systemic concerns.

During the 2011-2012 year, the SRC implemented a new database to improve assessment practices. The SRC office will enhance its mission by delivering training opportunities in areas related to conflict resolution, communication skills, academic integrity, and access and equity. The SRC staff will begin using “conflict coach” working titles, and will continue to assist visitors with student related concerns.

office of student conduct

The Office of Student Conduct, formerly Student Judicial Programs, works diligently to proactively educate the campus community and extended community on the Code of Student Conduct. The Office of Student Conduct ensures due process and due diligence for students by responsibly maintaining and educationally adjudicating alleged violations of the Code of Student Conduct. In 2011-2012, staff members attended professional conferences, workshops, and webinars which provided timely, relevant information in regards to student conduct issues. Student Conduct presented educational presentations to various members of the campus community, including, but not limited to: Athletics, University Student Housing, the Student Government Association, faculty, Study Abroad, student organizations, the Texas Tech University Police Department and XL classes in regards to the judicial process.

www.depts.ttu.edu/studentconduct

ACCOMPLISHMENTS

• Student Conduct supported Student Health Services by mandating students who were found responsible for alcohol or drug violations to participate in the BASICS program, which assesses alcohol and drug usage. Thus, Student Health Services had a 118% increase over last year with respect to student participation.
• Student Conduct established a new partnership with Mentor Tech. Student Conduct is mandating that students from traditionally underrepresented student populations, who have been referred to the Student Conduct office meet with a representative from Mentor Tech in regard to services provided by the program.
• The Texas Tech University Code of Student Conduct Review Committee met from March 2012-May 2012 to review the Code of Student Conduct. This year the committee implemented substantive changes with respect to sexual misconduct procedures, disruptive behavior procedures, academic integrity and to the appellate process.
• Hosted monthly Campus Climate meetings with representatives from the Dean of Students Office, University Student Housing and the Texas Tech University Police Department to discuss current issues and trends within the student population of Texas Tech University.

www.studentresolutioncenter.ttu.edu
In 2011, the Committee for Academic Advising and Retention (CAAR) was convened by the Vice Provost of Undergraduate Education and Student Affairs. The quality of undergraduate academic advising and retention is a significant component of the success of students at Texas Tech University. The Committee for Academic Advising and Retention serves in an advisory capacity to the university regarding matters related to undergraduate academic advising, retention, and college transfer. Texas Tech University will continue to develop and implement innovative academic advising policies and procedures to ensure the delivery of a high quality academic advising experience. CAAR is focused on the undergraduate student and insuring they have a student centered advising experience that promotes shared responsibility for student success.

The Committee for Academic Advising and Retention encompasses representatives from academic support units such as undergraduate education, student affairs, and enrollment management. For the first time, “Advise Tech” polo’s were supplied to the academic advising community. This is one of the many initiatives to increase collaboration and consistency across the advising community. CAAR is the definition of partners for student success and will continue to support the strategic priorities of the institution.
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 for setting that promotes academic persistence for all student groups.

Academic Testing Services collaborates with faculty, departments, and colleges to administer over 7,000 academic support exams. For example, Academic Testing services administered a record 4,429 accommodated classroom exams to students registered with Student Disability Services.

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**ACCOMPLISHMENTS**

- Academic Testing Services staff received the Texas Tech Guns Up Distinguished Staff Award
- Partnered with major testing agencies to administer 7,856 higher education admissions and professional certification exams
- Administered 1619 Texas Teacher Certification exams
- Administered 1,800 Accuplacer, Quick THEA and TEAS exams identified as pertinent to accomplishing undergraduate initiatives of THECB Closing the Gaps

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The Tech Transfer Acceleration Program (TTAP) is an alternative admissions program designed for students who were denied admission into Texas Tech University. During the 2011-2012 school year, TTAP continued to expand and improve transfer rates.

The vision for TTAP is to provide structured support to students as they begin college and work towards transferring to Texas Tech University. TTAP plans to continue to grow as a respected program that works collaboratively with South Plains College to offer students a unique learning experience. In Fall 2011, 89 students participated in TTAP, up from 75 in Fall 2010. Additionally, 63% of program participants were eligible for transfer at the end of Fall 2011, and 75% of participants were eligible at the end of Spring 2012.

Along with program expansion, students participating in TTAP continue to benefit from bi-weekly advising sessions, study halls, tutoring and mentoring. In addition, beginning Fall 2012, TTAP students will have the opportunity to participate in the TTAP learning community located in Hulen/Clement and Wall/Gates residence halls. The learning community allows students to interact, tailor tutoring to student needs, and provide student support academically and socially. Students have the support of a personal librarian who works with TTAP staff and South Plains College instructors to ensure the academic success of TTAP students. Lastly, TTAP is collaborating with Texas Tech Student Business Services and South Plains College Financial Aid to ensure quality service with student financial aid issues.

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“I felt like the Tech Transfer Acceleration Program helped me transition into the college life. It made me realize how different classes are and even the life style. I made great new friends and felt comfortable with everyone from peers to advisors, I felt like a part of the Red Raider family.”

- Sierra Burt, TTAP Alumni
community college & transfer relations

The Office of Community College & Transfer Relations (CCTR) serves a dual role at Texas Tech University. First, CCTR provides pre-transition academic advising services to prospective transfer students attending other institutions. Second, 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 University.

During the 2011-2012 academic year, CCTR focused on increasing a network of connections with four leading community college transfer feeder institutions. CCTR discovered Texas Tech alumni in administrative positions at the feeder institutions that were eager to partner with Texas Tech to improve the transfer process for community college students wishing to pursue a baccalaureate degree. Multiple transfer agreements are currently being negotiated. In addition, CCTR reached out to community colleges in the West Texas region to strengthen Texas Tech’s commitment to serving students in our “own backyard”. CCTR strengthened its partnership with the Office of Admissions, and consequently gained more student contacts. CCTR presented to over 3,800 student and parents in attendance at Red Raider Roadshows. An improved Transfer Visit Day resulted in over 200 students receiving face-to-face academic advising.

Whether in West Texas or other parts of the state, the CCTR outreach efforts have been met with enthusiasm to build stronger ties with Texas Tech. Whether by traditional or an innovative approaches, CCTR continues to create positive, lasting partnerships devoted to paving the way for our students’ educational success.

/// www.cctr.ttu.edu

ACCOMPLISHMENTS

- Negotiating partnership agreements with Amarillo College, Collin Community College District, Dallas County Community College District, Irving ISD, Navarro College District, Tarrant County Community College District, Victoria College, Weatherford Community College District.

university studies

University Studies offers the Bachelor of Arts in University Studies (BAUS) and the Bachelor of Sciences (BSUS) in University Studies degrees and is administered through the Division of Undergraduate Education and Student Affairs for the Office of the Provost. University Studies is an interdisciplinary major that fosters new areas of learning and discovery by facilitating student learning across departments and university boundaries. The Integrative Studies (INTS) concentration and minor for the BAUS and BSUS was approved and launched with an enrollment of 326 students. During the spring of 2012, the Human Resource Development (HRDV) concentration and minor were approved for University Studies and four sections in the new area were offered enrolling, 75 students. The total enrollment for spring was 507 students. The first summer term recorded 159 INTS and 39 HRDV students. These two new concentrations together reported 1,031 total students enrolled from Fall 2011 to the first 2012 summer term.

On March 1, the University Studies degrees were moved to Undergraduate Education. The Bachelor of General Studies is now offered through the College of Arts and Sciences, and the Bachelor of Science in Wind Energy is offered through the Office of the Provost.

ACCOMPLISHMENTS

- Enrollment grew to 1,157 University Studies Majors.
- 245 students graduated in December and May with 99 students eligible for graduation in August 2012.
- Implemented the Integrative Studies and Human Resource Development concentrations and minors.
- US provided support for student services to the Waco, Highland Lake, and Fredericksburg regional sites, the Bachelor of General Studies, and the Bachelor of Science in Wind Energy.
Today's college students expect and demand cutting-edge technologies that support their academic success and facilitate their involvement outside the classroom. The Division of Undergraduate Education & Student Affairs is harnessing the power of technology for the benefit of students in a number of ways:

**WEBSITES:**

- **ADMITTED STUDENT WEBSITE**
  /// www.admitted.ttu.edu
  To assist students in the transition to college, the Division utilizes a comprehensive admitted student website that includes an interactive, personalized checklist of items to complete prior to enrollment. The website also encourages feedback from the student on the likelihood that they will enroll at Texas Tech and the student's involvement interests. Students will begin receiving communications based on their indicated involvement interests in the fall to encourage their active participation in campus programs and resources.

- **INVESTU PARENT PORTAL**
  /// www.investu.ttu.edu
  With the increasing cost of higher education, Parent & Family Relations developed the InvestU website as a resource for parents on the value of Texas Tech and higher education. The site includes information on living and learning at Texas Tech University and Lubbock, the investment asked of families to support their student's education, the expected returns on that investment, and checklists and resources to aid families in the process of selecting a university.

- **TECH UNITED WEBSITE**
  /// www.techunited.ttu.edu
  In an effort to support the marketing of student organization cultural events and engagement activities, Tech United website was launched as a one-stop location for organizations to communicate upcoming events and news.

**APPLICATIONS & SOCIAL MEDIA:**

- **EBI MAP-WORKS**
  /// www.webhi.com/retention
  In partnership with University Student Housing, MAP-Works, Making Achievement Possible gives faculty and staff tools to impact student success and retention by identifying at-risk students early in their first semester at Texas Tech. It includes a student-friendly portal that allows a student to identify at-risk areas and resources available to them at the university. The Division of Undergraduate Education & Student Affairs facilitates the dissemination of this at-risk student information to academic advisors to utilize during advising sessions with individual students and creates personalized communications to students to promote resources that may be helpful to them.

- **BANNER RELATIONSHIP MANAGEMENT**
  /// www.ellucian.com/Solutions/BannerRelationshipManagement/
  Anticipated to begin initial communications to current students in Fall 2012, Banner Relationship Management will allow us to leverage our communications to students based on elements in their student record that alert us to their interests and needs. As a critical element of the Undergraduate Strategic Enrollment Plan and University Strategic Plan, this tool will support the implementation of strategies related to targeted communications to specialized student populations on active learning and engagement opportunities, major selection and change, and academic advising.

- **VISUAL SCHEDULE BUILDER**
  For years students have struggled and spent countless hours to find compatible schedules. Visual Schedule Builder (VSB) revolutionizes registration, giving students and advisors a live search tool to instantly sort and organize class scheduling options. Students can visually filter schedules by campus, course section, time offered, teacher, or seat availability allowing them to quickly zero in the best possible schedule for their academic or personal needs. VSB offers the opportunity to significantly lighten the load and enhance the registration experience for course advisors, orientation staff, and students.

- **TIMETRADE**
  /// www.timetrade.com
  TimeTrade is an online, self-service scheduling tool that will increase the availability of staff and advisors to students. The system provides click-to-schedule access via email and uses user-controlled “published availability” for access and appointment confirmation. TimeTrade will improve the ease of scheduling advising appointments with students.

- **ORGSYNC**
  /// http://ttu.orgsync.com
  All registered student organizations create profiles in the OrgSync system allowing students to connect with prospective involvement opportunities and student leaders to manage their membership and organization processes with greater ease.

- **INTERACTIVE ORIENTATION GUIDEBOOK**
  /// http://guidebook.com
  Red Raider Orientation participants have access to the full schedule and resource book at their fingertips with the Guidebook app available on their smartphones.
student media

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

Student Media and the College of Mass Communication completed their first year of formal partnership. Mass Communication’s Pete Brewton served as a part-time faculty adviser for The Daily Toreador, while Student Media’s Dawn Zuerker and Sheri Lewis served as adjunct faculty in Mass Communication. This partnership allows different perspectives to be brought into the Student Media office and the Mass Communication classrooms.

Student Media publishes and distributes 12,000 copies of The Daily Toreador student newspaper each class day in the fall and spring semesters. The Daily Toreador advertising provides a marketplace for local, regional, and national businesses to purchase print and website advertising. Student Media also publishes www.dailytoreador.com, website for breaking news, photos for purchase, videos, podcasts, broadcast shows and slideshows. The La Ventana yearbook provides a pictorial of campus events throughout the year.

/// www.dailytoreador.com

ACCOMPLISHMENTS

• The Daily Toreador took 13 awards in the CSPA Gold Circle competition.
• The 2011 La Ventana won a Sweepstakes Award in the Texas Intercollegiate Press Association’s annual awards competition. The yearbook garnered 21 additional awards, including 10 first-place honors.
• The Daily Toreador won second place in Overall Excellence in the 2011 Texas Intercollegiate Press Association awards. Staff members also earned 11 additional awards, including four first-place wins.
• Dailytoreador.com website was named one of 16 finalists in the Associated Collegiate Press Pacemaker contest.

The 2011 La Ventana captured 27 Gold Circle Awards in 21 categories in the Columbia Scholastic Press Association’s annual competition.
student legal services

Student Legal Services’ (SLS) primary goal continues to be providing excellent legal services to students that address their unique needs. These services are designed to help students manage their legal situation and enhance their understanding of the legal system, rights, and responsibilities so they are able to focus on their academic pursuits. The primary legal areas utilized by students are landlord/tenant, criminal, consumer, family and estate planning.

Student Legal Services hosted an inaugural Know Your Rights Week whereby local experts participated in panel discussions on Landlord/Tenant law, Internet/Social Media Law, and Criminal Law. The goal for the week was to create informed students and responsible Lubbock citizens, while promoting preventative actions and student success. The event was very well received and informative to students.

Student Legal Services (SLS) experienced a dramatic increase both in outreach and in students served by the department this year. The increase can be attributed to newly developed partnerships and collaborations with other areas in the campus community. SLS handled approximately 4,650 student contacts and managed a case load of 891 clients from September 1, 2011 through May 31, 2012, a 62% case load increase from the previous year. All criminal defense cases were resolved without permanent convictions on the clients’ criminal records.

/// www.depts.ttu.edu/sls

student government association

The mission of the Student Government Association (SGA) is 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. The Student Government Association encourages student involvement and provides opportunities to develop a lifetime relationship with Texas Tech University for each student and to keep Texas Tech University at the forefront of higher education.

In 2011-2012, SGA expanded the Safe Ride Home program, a taxi service provided to students. The program includes an S-bus that runs from 9:00 p.m. to 3:00 a.m. Thursday through Saturday from the densely student populated area of Overton Park to Buddy Holly Ave. Due to the growing student population, SGA also increased bus service for the entire campus.

Student Senate passed legislation to form an organization to give graduate students a greater voice on campus and address issues concerning their growing community. The Graduate Student Advisory Council (GSAC) was developed in partnership with the Graduate School to serve this purpose. GSAC has elected officers and completed several programs to enhance the quality of life for their fellow students. SGA expects great things from GSAC as their purpose becomes more focused.

/// www.depts.ttu.edu/sga

ACCOMPILMENTS

- 12 students lobbied at the Big XII on Capitol Hill summit
- 400 new bike spaces were added to campus
- $330,000 in funding distributed to Registered Student Organizations
- $24,706 raised during RaiderThon for the Children's Miracle Network,
  SGA sponsored a booth and distributed stuffed animals after the event
to hospitalized children

center for undergraduate research

The Center for Undergraduate Research (CUR) at Texas Tech University provides a variety of services and activities to support the undergraduate research community and foster a climate of campus research. Throughout the semester the CUR team engages with undergraduate researchers, faculty mentors, and staff to provide guidance, training, and financial support to enhance campus research initiatives. CUR strives to lead the way as the hub of undergraduate research activity while providing one-on-one mentoring for students in all phases of the research process.

Outreach and engagement efforts supported by CUR have increased the visibility of undergraduate research both on campus, across the state, and nationally. This spring, CUR hosted the largest undergraduate research conference at Texas Tech University and in the surrounding area. The conference showcased 170 projects including TTU undergraduate researchers and students from visiting institutions.

CUR further supports researchers by providing travel and research supply funding, scholarships, hosting networking events, and engaging in community service activities. Furthermore, CUR has developed an active list of research experiences for undergraduates seeking national and international opportunities.

/// www.undergraduateresearch.ttu.edu

ACCOMPILMENTS

- Hosted largest Texas Tech University Undergraduate Research Conference to date
- Showcased Top 2012 Undergraduate Research Presenters during the May Board of Regents meeting
- Hosted 11 TTU undergraduate researchers at the National Conference on Undergraduate Research in Ogden, Utah
- Provided $6,000 in travel funding for 31 students to present research at 21 conferences in 16 states and two countries
- Provided $1,112 in research supply funding for 13 students to purchase research supplies and materials
- Hosted 28 students for the Lone Star Graduate Diversity Colloquium at the University of North Texas as part of the Closing the Gaps initiative

/// www.undergraduateresearch.ttu.edu