

- 2.10** The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students. **(Student Support Services)**

Judgment of Compliance

Compliance

Narrative

Albany State University provides student support programs, services, and activities that are consistent with the University Mission, promote student learning, and enhance student development. In supporting the primary mission to education students and the current strategic plan based on that mission, high quality student support programs and services that enhance the academic programs and promote personal growth and development are provided in a supportive collegiate environment. The division of Enrollment Management and Student Affairs provides student support and developmental programs, services, and activities. These endeavors strengthen student academic achievement and self knowledge while facilitating the enhancement of their academic and social relationships within the university setting.

Consistent with the Mission

In keeping with the university's overall mission, Albany State University "provides a wholesome academic environment in which students can study, learn and develop" and "a supportive campus climate, necessary services, and leadership and development opportunities, all to educate the whole person and meet the needs of students, faculty and staff" [\[1\]](#).

The mission of the division of Enrollment Management and Student Affairs is to develop students who are responsible, empowered and who graduate prepared to respond to the challenges of leadership and service. In order to foster this mission, the division of Enrollment Management and Student Affairs Division partners with other university divisions to provide progressive, innovative, "student-centered" programs and services, while fostering a "Potential Realized" philosophy [\[2\]](#).

In the University's commitment to the development of the whole student from admissions through graduation, student support services continue to be essential for student learning and development in the following spheres of influence according to the Council for the Advancement of Standards in Higher Education's CAS Professional Standards for Higher Education, 6th Edition (2006): intellectual growth, effective communication, enhanced self-esteem, realistic self-appraisal, clarified values, career choices, leadership development, healthy behavior, meaningful relationships, independence, collaboration, social responsibility, satisfying and productive lifestyles, appreciating diversity, spiritual awareness and personal and education goals (pp. 67-69) [\[3\]](#).

Comprehensive Assessment of Student Support Programs, Services, and Activities

Services and personnel in the division of Enrollment Management and Student Affairs are regularly evaluated and/or assessed in a variety of ways. Enrollment Management and Student Affairs personnel evaluate and assess student support services through

staff reports and self-assessments utilizing as a guide the CAS Professional Standards for Higher Education and Assessment Practice in Student Affairs annuals. Enrollment Management and Student Affairs personnel are evaluated annually through procedures established by Human Resources Management department which are appropriate to their classification as staff, which assess their job performance. The evaluation of the effectiveness of programs delivered through Enrollment Management and Student Affairs are assessed via questionnaires, surveys, committees, annual reports and state audits. Additionally, all student support units participate in the university-wide assessment planning and reporting process described in Core Requirement 2.5.

Programs, Services, and Activities that Promote Academic Success

The division of Enrollment Management and Student Affairs provides support programs, services, and activities including the following:

Career Services

Career Services provides services and resources to help students and alumni choose and prepare for their careers, learn job search skills and find employment (Undergraduate Catalog 2004-2007 p, 36 [4]; Student Handbook, 2005-2007, pp, 15-17) [5]. Staff members assist students and alumni with choosing career interests, gaining related work experience, and providing guidance in their professional job search through three distinct areas: Self-Assessment (career advisement and testing); Experiential Learning Opportunities (cooperative education, internships, mentoring and shadowing); and Professional Employment Services (on-campus recruitment, job fairs, job listings resume referrals and job search readiness workshops).

Career Services Assessment

The office is guided by the CAS Standards and Guidelines for Career Services, the *Professional Standards for College and University Career Services* approved by the National Association of Colleges and Employers (NACE), and the University System Committee for Career Services and Cooperative Education (USC-CACE) Professional Standards for Career Services.

Career Services Programs, Services, and Activities

Career Development Seminars/Workshops

Seminars/workshops are conducted each semester to prepare students for a successful job search. Staff members and other facilitators explore topics such as resume construction, interview techniques, dress for success and career planning.

Career Advisement

The purpose of career advisement is to provide information, support and options to individuals regarding future career paths or current employment situations including exploration of graduate school options for interested students. The career adviser often functions as a referral agent, linking students to other resources. In providing assistance to persons, achievements, aptitudes, interests, personality characteristics, skills and

values are important aspects that may be taken into consideration. It is also important to address maturity level, social, psychological, financial and other factors that might be impacted based upon career decision making. To this end, career advisement serves as a catalyst in providing opportunities that will assist individuals in making the transition from school to the world of work. Related resources available to students and alumni include ASU's Career Resource Library, a Computer Lab, Career Assessments, job search assistance; DISCOVER Program, and the Georgia Career Information System, and employment referrals.

Career Fair

The Career Fair is an activity conducted in a group setting that brings persons representing various employer organizations to the University to interact with students and faculty to provide career information, job opportunities and insights into the world of work.

Career Ambassador Program

Albany State University students serve as career ambassadors to assist with the coordination of Career Services' outreach activities, directing special efforts to promote full use of Career Services' programs and services. This enhances outreach and communication efforts to diverse student groups on campus in fulfillment of office goals and objectives. Ambassadors coordinate student participation in office sponsored activities such as employment fairs, job readiness workshops, shadowing expeditions.

On-Campus Recruitment Program

The campus interview program is part of an employer's screening process to identify potential candidates for job openings and/or training programs. The objectives are: to provide students with convenient face-to-face contact with employers on campus; and to bring to the campus, representatives from employers and graduate schools who will provide information to the career services staff, students and faculty members regarding the opportunities available with the visiting organization.

Cooperative Education Program

The Cooperative Education is an academic program designed to complement a student's formal education with a series of paid, productive work experiences in a field related to a student's career or educational goals. Students get the best of both worlds – a quality academic degree and an impressive resume of practical work experience. Employers find motivated, well-prepared students who excel as student employees and as future hires after graduation. The cooperative segments can begin during the sophomore year and continue during the junior and senior years. Academic credit is available. A minimum cumulative grade point average of 2.5 is required for acceptance into the program. Some agencies require a higher grade point average.

Internship Program

Internship experiences afford interested students an opportunity to work in a business/agency acquiring practical experience and contributing toward the work goals

and objectives of the employing firm. The experience also enables the business/agency to identify and help train students as prospective employers for the future. Internships may be paid or non-paid based on the placement and/or terms of the internship.

Shadowing

The Shadowing segment the Work-Based Paradigm Program allows students a short term experience (usually one or two times) in meeting individuals within a company or organization. Students have an opportunity to observe an employer and learn about a profession of their interest.

Mentoring

Mentoring experiences are provided by business and industry representatives to students desirous of entering the same kind of professional work experience as the mentor. Students have an opportunity to discuss the specifics involved in professions through meeting with individuals who share firsthand knowledge of attributes for success and who help the students to maintain focus necessary to achieve high goals.

GeorgiaHire

GeorgiaHire is a one-stop, cost effective way for employers to recruit qualified college graduates. Employers may search for resumes of students and alumni from Georgia's 35 public colleges and universities, reach more than 200,000 students and raise the company's profile. Students, on the other hand, can place their resumes in front of people who are doing the hiring. They can find jobs that match their skills and find out more information about the company in which they are interested. This service is free of charge to students and alumni.

Youth Motivation Task Force Program

The Youth Motivation Task Force Program has as its mission that of providing university and high school students with an opportunity to interact with successful minority professionals from the public and private sectors of employment with the aim of challenging students to high levels of achievement and promoting career exploration.

Counseling, Testing, and Disability Student Support Services

The overall mission of the Counseling, Testing and Disability Student Support Services is to assist students in their total development by providing services and programs to facilitate their intellectual, emotional, social and academic growth (Undergraduate Catalog, p,32-33 [\[6\]](#); Student Handbook, p, 13-15) [\[7\]](#).

Counseling Services

The counseling component of the department works in concert with other student support services to promote the personal, emotional, social and academic success of the students. The Center offers remedial, preventive, crisis, outreach and consultative services based on the campus climate and culture(s) of ASU students. College attendance creates a unique set of circumstances and stressors that stimulate significant student growth and development; life changes are inevitable and can also produce

anxiety and adjustment problems for students. Thus, Counseling Services strives to work with developing the whole student from the beginning of the Orientation Process until the Graduation Ceremony [8]. Counseling services are available to all students and are offered both on an individual basis and in group settings.

Counseling Services Assessment

The office is guided by the CAS Standards and Guidelines for Counseling Services and the *Professional Standards* developed and approved by the University System Counseling Center Director's Association (CDA).

New Student Orientation Program (NSOP)

The purpose of the New Student Orientation Program is to facilitate the transition of new students into the institution; preparing students for the institution's educational opportunities and student responsibilities; initiating the integration of new students into the intellectual, cultural and social climate of the institution; and supporting the parents, partners, guardians, and children of the new student (Undergraduate Catalog 2004-2007, p 32-33) [9]. The New Student Orientation Program works in concert with academic and university departments to ensure that all new students (undergraduate, graduate, transfer, transient, non-traditional, etc.) gain a general awareness of the university and programs of service. This is done through providing information sessions and seminars during summer, spring and fall semesters.

New Student Orientation Program Assessment

The New Student Orientation Program (NSOP) is guided by the CAS Standards for Higher Education. Standard evaluation forms for each NSOP period is developed and distributed to all students in attendance at the end of each Orientation. The data for the evaluations is used to plan, improve and enhance the educational and social programs implemented during the NSOP process.

Testing Services

The purpose of the Testing Services component Enrollment Management and Student Affairs is to implement and maintain an effective university institutional, state and national testing program, through the proper administration of paper and pencil institutional and national tests and the adequate scheduling and administration of computer-based tests [10]. Testing Services staff members work in concert with university department representatives and community representatives to provide a positive and professional testing atmosphere for all persons. The testing component offers a variety of tests to the university and the Albany and surrounding area communities- at- large. Testing at ASU occurs in two different methods: paper and pencil based group settings and Computer-Based individual appointments. Testing Services are available to all students, undergraduates and graduates enrolled at Albany State University. Testing services are also available to the general public in Albany and surrounding counties

Testing Services Assessment

The testing component of student support at Albany State University is guided by the CAS Professional Standards for Higher Education and established assessment procedures required by the appropriated testing company. Students are given evaluations and or surveys to complete at the end of each test and required by specific examinations. Results are used (1) by the testing Center to improve services if needed and/or to work with testing companies to improve testing or sign in procedures.

Disability Student Support Services Program (DSSP)

The purpose of the Disability Student Support Services Program is to improve the educational development of students with learning and physical disabilities and, to enhance and improve the understanding and support within the university community [11]. The Disability Student Support Program works in concert with academic and university departments to provide the disabled student population with direct assistance, assuring maintenance of an accessible physical environment and the provision of a supportive psychological environment so students may achieve their educational and academic objectives. The program also works to generate general awareness of and sensitivity to circumstances and concerns of disabled students among the non-disabled student population. The program serves all students through this combination of services to disabled students and awareness education of non-disabled students.

Assessment of the Disabled Student Services Program

The Disabled Student Support Program is guided by the CAS Standards for Higher Education and evaluation forms developed for students who are provided services through the program. Faculty members who receive letters for accommodations are also asked to complete evaluation forms. The evaluations are reviewed and used to enhance and/or improve program services.

Student Life and Activities

The purpose of the department of Student Life and Activities is enhance student learning through co-curricular experiences, thereby fostering student development and leadership opportunities. Activities promote student governance, cultural, intellectual, social, recreational, and leadership opportunities outside the classroom [12]. Activities are coordinated by the Office of Student Life & Activities and planned throughout the year while informal events are provided on campus most weekends. Activities are designed to enhance the quality of campus life, to assist in the retention of students, to foster personal development, to promote an environment in which cultural diversity is valued and respected, and to improve the overall educational experience of students. Student Activities staff members provide assistance and resources in all aspects of program planning to student organizations and departments.

Student Union

The J. C. Reese Student Union serves as a gathering place for students on the campus, creating a sense of community among students, faculty, staff, alumni and friends of

Albany State University. The Union is commonly known as the campus “Living Room” for all students and for student activities. The student union is also designed to provide a clean, comfortable and safe environment for both formal and informal events, as well as quality services, for the University and the ASU community. The facilities and services of the Union are for students to make full use. They include conference and meeting rooms, lounges, lobby area for social events, a game room, Reese Food Court, the ASU Bookstore, the Student Government Association Office, a Post Office, the RAM Card Office, Laundry Services, an ATM (Bank of America), an information desk and vending machines

Student Organizations

The Office of Student Life & Activities directly advises over 60 Student Clubs and Organizations. These groups include Miss Albany State University and Court, Mr. Royal Gentlemen & Court, the Student Activities Advisor Board Greek Life, and the Student Government Association. All university students are encouraged to participate in student organizations.

Student Activities

The office oversees university activities programming, community service projects, intramural sports, open recreation activities, and student government. Student Life professionals also work with Academic Affairs to support the student leadership development programs described in Comprehensive Standard 3.4.9, oversee the Judicial process described in Comprehensive Standard 3.9.1, and manage the Ombudsman process described in Federal Requirement 4.5.

Assessment of Student Life and Activities

The Department of Student Life & Activities distributes a general assessment tool (evaluation form) at the beginning and the end of each academic year to evaluate all of its programs and events. The evaluation forms use a Likert-type Scale.

The results of each evaluation form documents student satisfaction regarding specific functions. The evaluation data are used to improve programs and to determine if programs are worthy of repetition. Information and suggestions gathered from the surveys are used extensively to determine future events, programs, and goals and objectives for the department.

Examples of particular events that were evaluated include but are not limited to the following: ASU by Candlelight, President’s Council Dinners, Girls & Guys Night In, Intramural Sports, and Homecoming Activities.

Student Health Services

Albany State University’s Student Health Services (ASU-SHS) provides a quality, cost-effective ambulatory health care delivery system to meet basic holistic health care needs to students presently enrolled [\[13\]](#) [\[14\]](#). Further, the ASU-SHS provides current educational programs and medical counseling referrals for students as appropriate or when urgent situations occur. ASU-SHS is a member of the American College Health Association.

All registered students have full access to Student Health Services. Support services provided by ASU-SHS include:

- Health Assessments by a Registered Nurse
- Physician Diagnosis and treatment
- Health Education and Wellness programs using classes, workshops, videos, individual health counseling, and brochures covering topics including hypertension, cancer awareness, alcohol and other abuse, sexually transmitted infections including HIV, contraception, stress management, healthy eating, self care for colds and flu, and exercise.
- Diagnostic procedures including blood tests, urinalysis, glucose monitoring, pregnancy testing, and HIV testing
- Allergy injections
- Training and certification of HIV/AIDS peer educators
- Pharmacy services

HIV/AIDS Peer Educator Program

The Department of Student Health Services sponsors a group of HIV/AIDS Peer Educators who assist with the implementation of health education programs. The purpose of the HIV/AIDS Peer Educators is to positively influence the attitudes and behaviors of their peers. They are trained and certified by the staff of Student Health Services. Membership in the organization is open to all college students committed to healthy lifestyles and willing to educate other students regarding HIV/AIDS and other STDs. The student must maintain a C average or above, good citizenship, good attendance, and be exemplary role models for other students. Goals of the group are:

- To promote healthy lifestyles.
- To provide information regarding HIV/AIDS prevention.
- To teach negotiation skills for use under peer pressure.
- To promote the well being of the HIV/AIDS peer educator, those being educated, and the community as a whole.

Assessment of Student Health Services

A customer satisfaction survey is used to assess the health services rendered. Informal assessment based on student and parent comments provides continuous feedback for quality improvement. Evaluation forms are completed by student participants and used to evaluate health education classes.

Housing and Residence Life

The department of Housing and Residence Life supports the mission of Albany State University by providing on-campus student housing that is comfortable, affordable, accessible, and secure and by offering opportunities for residents to grow and develop in all aspects of their lives [\[15\]](#) [\[16\]](#). In addition, the department staff members make up a community of individuals who teach the value of human diversity and who will promote civility and the value of good citizenship. The Office of Housing and Residence Life exists to offer opportunities for personal and social development within the framework of

its programs and processes and emphasize educational, recreational, social and leadership opportunities while helping students mature into responsible adults.

Residential Living Program

On-campus residences are intentionally managed to support the residents' transition from high school to the University as well as successful matriculation through Albany State University. Citizenship skills are taught through involvement in social and educational programs, self-governance, resident-staff partnerships, student employment opportunities, and resident accountability. Residence Life Support Services are available to all enrolled students.

Programming is centered on nine core target areas that provide an out-of-classroom experience that promotes a holistic learning atmosphere. The nine core programming target areas are Culture & Ethnicity, Student Excellence & University Life, Community Building, Civility, Spirituality & Religious Awareness, Sexual Awareness & Health, Physical & Emotional Awareness, Occupational Awareness, and Safety & Security

Residence Life Learning Outcomes and Assessment

In partnership with the University, high quality collaborative programs and services are provided that enhance the academic mission and promote personal growth and development of students in a secure, well-maintained residential community. As a member of this dynamic community and through participation in programs and leadership opportunities residents can expect to learn and develop:

- ✓ complex cognitive skills such as reflection and critical thinking
- ✓ the ability to apply knowledge to practical problems encountered in ones vocation, family, or other areas of life
- ✓ an understanding and appreciation of human differences.
- ✓ practical competence skills such as decision making and conflict resolution.
- ✓ a coherent integrated sense of identity, self esteem, confidence, integrity, aesthetic sensibilities, and civil responsibilities.

Housing and Residence Life utilizes a variety of methods for collecting feedback from residents and other sources. The resident assistants serve on advisory committees and meet with professional staff regularly. Student focus groups, as well as cancellation and other surveys are used to gather satisfaction based information from students. The national Educational Benchmarking Instrument will be conducted every year as a way to survey all students living on campus regarding their satisfaction with staff and services provided, as well as assessment on the student learning outcomes defined above as critical to our Residence Life program. This feedback provides the staff with information used to plan for upcoming programs and to set goals.

ASU Police Department

The Albany State University Police Department's primary responsibility is to safeguard the lives and property of Albany State University students, faculty, staff, and visitors. The department is in operation around the clock every day and is staffed by state certified

police officers. Drawing their authority from the laws of the state of Georgia, officers have the authority to make arrests both on campus and within 500 yards of campus property [17]. All crimes and suspicious activities should be reported to campus police immediately and officers are available at all times.

In addition to security services, the Police Department also provides vehicle emergency assistance, campus escorts, and emergency off campus escorts for emergency treatment. The department is also responsible for parking enforcement on campus and is responsible for the security of all campus buildings at all times. Campus police officers also provide workshops and seminars on safety and security to campus groups as requested.

Assessment of the Police Department

The Albany State University Police Department assesses services it provides through both qualitative and quantitative measures. Comment cards and faculty/student surveys are used to ascertain public opinion of the department's effectiveness. Additionally, the department uses monthly training and quarterly drills to test the timeliness and efficacy of responses and services provided. Finally, campus-related criminal statistics and incident reports are reviewed each month to determine appropriate resource allocations, interventions, and educational training.

Supporting Documentation

- [1] [Supporting the Mission, Albany State University Mission Statement](#)
- [2] [Division Purpose, Student Handbook, pages 2-3](#)
- [3] **Council for the Advancement of Standards in Higher Education. (2006). *CAS professional standards for higher education* (6th ed.). Washington, DC: Author.**
- [4] [Career Services Mission, Undergraduate Catalog, 2004-2007, p.36](#)
- [5] [Career Services Offerings, Student Handbook, 2005-2007, p.15-16](#)
- [6] [Role of Counseling, Testing, and Disabled Student Services, Undergraduate Catalog, 2004-2007, p. 32-33](#)
- [7] [Counseling, Testing, and Disabled Student Services Offerings, Student Handbook, 2005-2007, p.13-15](#)
- [8] [Counseling Services Role, Undergraduate Catalog, p. 32-33](#)
- [9] [Purpose of New Student Orientation, Undergraduate Catalog, p. 32](#)
- [10] [Testing Services, Student Handbook, 2005-2007, pp. 13-14](#)
- [11] [Role of Disabled Student Services, Undergraduate Catalog 2004-2007, pp33-34](#)
- [12] [Student Activities Office, Student Handbook, pp 5-6](#)
- [13] [Health Services, Undergraduate Catalog, 2004-2007, p.32](#)

- [14] [Health Services, Student Handbook 2005-2007, p. 3-4](#)
- [15] [Housing Services, Undergraduate Catalog, 2004-2007, p. 32](#)
- [16] [Housing Services, Student Handbook, 2005-2007, pp.25-27](#)
- [17] [Police Department role, Student Handbook, 2005-2007, pp 40-47](#)