

**3.4.9 The institution provides appropriate academic support services. (Academic support services)**

Judgment of Compliance

 Compliance**Narrative**

The hub for student academic support at Albany State University rests with the Center for Excellence in Teaching, Learning and Advising (CETLA). [1] The mission of the Center for Excellence in Teaching, Learning, and Advising is to foster excellence in scholarship and learning at the University. The CETLA promotes successful teaching and learning by providing student comprehensive support systems to help students become more proficient learners and also providing opportunities for the faculty to build capacity to become effective instructors. The primary focus of the Center is to foster high levels of academic achievement of students from initial matriculation to graduation.

**Learning Support Services**

A key component of the CETLA is Learning Support Services. It is designed to assist students in improving and enhancing skill development in reading, English, and mathematics. The two other units of learning support are Academic Advisement, and Retention. Workshops are offered at a variety of time in order to provide access for students who are not on campus during the normal work day.

**Academic Advisement Center**

The Academic Advisement Center is responsible for advising undecided majors, working with Warning, Probation, and Re-admitting students. The unit provides workshops and individual counseling to assist these students [2]. This unit also provides mathematic tutorials for students as requested by students and/or faculty. Advisement workshops are coordinated within this unit for new faculty. Learning Support provides remediation courses in Reading, Writing and Mathematics for students whose Compass scores are inadequate for the university. Regent's Workshops are facilitated by the faculty. [3] These eight-week workshops that are designed to assist students in preparing to pass the Regents' Tests which are required for graduation. Students attend the workshops and receive one-on-one assistance at their request.

**Retention Unit**

The Retention Unit provides support for students, faculty and staff via its workshops and resources. Student workshops are implemented and coordinated by the unit. Some of the workshops are study strategies, college matriculation and life skill workshops for the students. Supplemental Instruction (SI) sessions are coordinated within this unit. [4] SI sessions are based on the passing/failing rate of core courses at the university. SI sessions are included but are not limited to, mathematics courses and other courses that are requested by academic departments. Georgia Assessment for the Certification of Educators (GACE) workshops are coordinated by the Retention Unit in collaboration with the College of Education (COE). The unit has a strong relationship with the COE and implements these workshops for students seeking certification and/or admission to the

College of Education undergraduate and/or graduate program. The College of Education has an agreement with Turner Job Corp to assist them with preparing their instructors for the GACE examination. Therefore, the unit delivers instruction at Turner Job Corp.

### **CETLA Support Services**

Student workshops are located in the residential halls, classrooms, student union and cafeteria. Sometimes, student workshops are conducted during a class at the request of the instructor. The unit offers workshops for the university's organizations and clubs per their request. Faculty and staff workshops are coordinated by the unit.

In collaboration with other departments at the university, the CETLA offers support tutorial for students in various content areas. [5] In addition to content area tutorials, workshops and training session are provided to support the general population in various subjects.

In addition to the services listed above, students are supported by technology. At the present time, the University has about 1740 computers in labs, dormitories, library and other locations providing a student to computer ration of 2.25 students per computer available for student use. Apart from CETLA, departments give additional tutorial assistance.

### **Assessment**

Learning Support services are assessed in order to determine who is served and how well they are served. Attendance is tracked carefully [6]. Workshop evaluations [7] are administered at all workshops and results are reported in annual reports [8] for decision making and continuous improvement of services.

### **Supporting Documentation**

- [1] [CETLA, Center for Excellence in Teaching, Learning, and Advising Website](#)
- [2] [Academic Advisement Center, Albany State University Undergraduate Catalog 2004-2007, p 54.](#)
- [3] [Schedule, Regent's Workshop Schedule](#)
- [4] [Schedule, Supplemental Instruction Schedule](#)
- [5] [Schedule, Tutor's Schedule](#)
- [6] [Assessment, Attendance Tracking](#)
- [7] [Assessment, Evaluation Form](#)
- [8] [Assessment Results, Annual Report](#)