

9-1-2017

Substantive Change Prospectus Section 7. Student Support Services- Final Narrative

Georgia Southern University

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Recommended Citation

Georgia Southern University, "Substantive Change Prospectus Section 7. Student Support Services- Final Narrative" (2017).
SACSCOC Prospectus. 8.
<https://digitalcommons.georgiasouthern.edu/consolidation-sacs-pro/8>

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7. STUDENT SUPPORT SERVICES

Provide a description of student support programs, services, and activities—general as well as specific to the change—in place to support this initiative.

The consolidation of Georgia Southern University and Armstrong State University will allow for support services that have proven effective at both institutions to be combined in a manner that will benefit students at all locations. Using these services, the new Georgia Southern's Enrollment Management, Student Affairs, and Academic Affairs Divisions will work together to improve the overall student experience and to facilitate retention, progression and timely graduation. This work will continue and accelerate after consolidation facilitated by organizational, technological, data and reporting changes designed to expand across the new institution effective support for students. The significant expansions and changes that will occur in each area are detailed below.

Student Support Programs and Services

In order to provide all students with an enriching common experience throughout the consolidated university, similar services and programs on all campuses will be organizationally aligned and will be administered by the Vice President of Student Affairs and the Vice President of Enrollment Management. Resulting changes to program/service delivery include:

- Unified electronic records systems (e.g., counseling, student advocacy, student conduct, behavioral intervention, student involvement);
- Unified service delivery operating procedures across all campuses (e.g., disability services, counseling, student advocacy, student conduct, behavioral intervention);
- Unified student policies (e.g., Student Code of Conduct, Behavioral Assessment Team);
- Standardized new student orientation programs;
- Single student government and student newspaper with two editions with representation/involvement opportunities for students on all campuses.

The University will continue to provide innovative quality programs, services and environments to facilitate student success, learning, citizenship and involvement at all Georgia Southern University locations. The University will also continue to foster an enriching environment that encourages cross-cultural interaction, an appreciation of diversity and ethical decision-making through advocacy, advisement, civic engagement, counseling, health, leadership training and recreation as well as myriad opportunities for personal growth and student learning.

Additionally, key services through Admissions (e.g. application and decision assistance, new student orientation) and Financial Aid will be offered at all locations. Both Admissions and Financial Aid will unify record systems and processes to ensure all students receive the same services at all locations. For example, Admissions will transition to a single instance of the customer relationship management system used to communicate with prospects and applicants, and will also transition to a single application system. Similarly, Financial Aid will expand use of the Campuslogic system currently in place at the Statesboro campus to students at all locations in order to process documentation and communicate with students regarding the status of their financial aid applications, and will unify Banner process so Financial Aid staff at any location will have access to student information and be able to assist students.

Student support services include:

- Alcohol and Other Drug Programs
- Campus Activities
- Career Services
- Clinical Health Services
- Community Engagement Programs
- Counseling Services
- Disability Support Services
- Family Programs
- Financial Aid Counseling
- First-Year Experience
- Fraternity & Sorority Programs
- Graduate Student Services
- Health & Wellness Programs
- International Student Programs & Services
- Leadership Programs
- Military and Veteran Student Services
- Minority Advisement Program
- Multicultural Student Programs
- On-Campus Employment Services
- Orientation
- Recreational Sports Programs
- Residential Life Programs
- Student Advocacy Services
- Student Conduct Programs
- Student Media Services

Academic Support Programs and Services

A major focus after consolidation will be to implement and expand proven academic support initiatives already in use at both institutions, in order to support the retention, progression, and graduation of all the consolidated institution's students. To effectively implement these initiatives across multiple campuses, University academic support offices will work collaboratively across divisions and campuses and will incorporate several adaptations including:

- A common system of record keeping enabling student support personnel across multiple campuses to track students and communicate relevant academic information through all appropriate offices;
- Common tools and training to promote student support, facilitate academic progression and improve student outcomes;
- Common metrics and assessment methods in order to evaluate the effectiveness of academic outreach and support; and
- The development of common strategic academic interventions based on data at all Georgia Southern University locations. These academic interventions will support a

diverse student enrollment with multiple learning styles to ensure all students, both face to face and online, have access to the programs and resources needed to enhance student learning.

Central to this effort will be providing better service in academic advising. To better address student needs and apply advising best practices, the new Georgia Southern will implement comprehensive professional academic advisement from matriculation to graduation for all campuses since professional academic advisors are best positioned to support student success. The Registrar's Office will continue to provide students and advisors with the tools needed to keep students progressing towards degree completion, including DegreeWorks, a web-based program that provides easy access for advisors and students to track courses completed and plan for those still needed in preparation for registration and graduation.

In order to capitalize on the use of predictive analytic capabilities to support student success, the new Georgia Southern will participate in the Education Advisory Board Student Success Collaborative (EAB-SSC). Data from EAB-SSC, already used at Armstrong State University, will be utilized in the following ways:

- 1) Predicted risk level indicates the likelihood a student will graduate from the institution according to the institution's predictive model, which incorporates success markers. Success markers gauge whether students are on track to graduate in their major by comparing their behaviors and outcomes to standard milestones of degree progress and performance.
- 2) Observation-based early alerts allow faculty to submit progress reports throughout the term based on student behavior and performance indicators, such as failing a test. Academic advisors then follow up with these students and monitor their progress.
- 3) Advising tools strengthen the advising relationship by providing advisors with a student profile and risk assessment modeling. Academic advisors and faculty can also enter electronic notes after each appointment with a student.
- 4) Communication tools allow academic advisors and faculty to email and text students about classes, advising appointments, and early alerts.
- 5) Assessment tools provide a platform to produce institutional reports that include major change analysis, course analysis, and graduation rates by student attributes.

The newly unified academic standing policy will hold students accountable while providing them with a safety net of support, resources, and opportunities. Combining the new policy with an enhanced academic support program designed to provide individualized recommendations and programming, professional guidance, and academic intervention will reward, not continue to punish, movement in the right direction (e.g., term GPAs above 2.25).

Academic support services include:

- Academic Advisement
- Academic Retention Programs
- Academic Success Center

- Computer Laboratories & Technical Support
- Faculty-Student Mentor Programs
- First-Year Experience
- Graduate Academic Services Center
- International Education Programs
- International Student Programs
- Learning Support Services
- Living Learning Communities
- Military Education Programs
- Regents' Center for Learning Disorders
- Registrar Services
- Student Academic Organizations
- Student-Athlete Services
- Student Support Services (TRIO)
- Testing Services
- University Honors Program
- University Writing Center
- Zach H. Henderson Library and Lane Library

Student Support Programs and Services Available to Distance Education Students

Georgia Southern University will offer distance education students a wide array of support services, which are specific and distinctly relevant to their needs. Many services – from advisement to enrollment to tutoring– can be easily accessed via departmental websites, phone, and e-mail. Departments answer questions and provide support to students by phone and e-mail instead of requiring face-to-face meetings to support the online students. Undergraduate and graduate students enrolled in fully online and hybrid courses have access to digital library resources, online tech support, disability services, and career services.

Student Activities, Organizations and Athletics

The new Georgia Southern University will provide a rich array of student activities through nearly 400 registered student organizations offering students a broad range of involvement and leadership opportunities related to their interests in academic, cultural, community service, environmental, fraternities and sororities, health, performing arts, political, recreational and religious activities. The Student Government Association will serve as the official voice for students by representing student interests to the university and working to improve the student experience by contributing to policies and procedures that have a campus-wide impact. The student-driven programming boards on the Statesboro and Armstrong campuses will coordinate social, cultural, educational and entertaining programs and will collaborate on several university-wide events ranging from concerts and performers to novelty events as well as trips favored by students and the development of new annual traditions for the new University.

A wide variety of additional programming will continue to be offered for students, including multicultural and diversity education, international education, and leadership programs. Additionally, Student Media groups (including The George-Anne student newspaper, the Reflector student lifestyle magazine, and WVGS student radio station) will offer opportunities for students to learn and enhance skills in writing, editing, filming, presentations, journalism,

curation and more.

Student Support Services, Programs, Activities and Athletics Available to Students at Off-Campus Instructional Sites

Student Support Services and Programs - Post consolidation, academic advisement and support will continue to be offered at the Statesboro, Armstrong, and Hinesville campuses. While academic advisement, academic support and other services will be coordinated centrally, they will be delivered on every campus at the place of student need. Coordination will occur centrally in order to ensure that the same standards of excellence, consistency, assessment and revision take place at every campus. Delivery will be at the campus level to maximize the number of students who are able to take advantage of the support. For example, academic advisement will occur at all off-campus instructional sites but it will be enhanced through the use of Georgia Southern's professional advisement model. At the instructional sites away from the Statesboro campus, learning and tutoring centers as well as instructional labs will continue to support students taking classes in the core curriculum. In addition to these resources, plans are to add additional Career Services and Leadership programs and services at these locations. New programming will also be made available at the off campus instructional sites. Programs that have been the most successful at both institutions will be offered at other locations but coordinated centrally. Other student services offered at Armstrong State's campus prior to the consolidation (e.g., disability services, career services, counseling, health, and campus recreation) will continue to be offered, but coordinated centrally.

Student Activities - Post consolidation, each off-campus site will maintain existing student activities functions that will continue to be advised by staff at each site, but coordinated centrally. For example, Armstrong State currently has over 100 interest-based chartered student organizations that will continue to exist; however all sites will follow a single set of regulations for operations. Additionally, each site will continue to locally elect Student Government Association (SGA) representatives and various executive officers that will meet and govern locally; however, the SGA President will be elected on a university-wide ballot to represent all students enrolled at all locations. Further, Armstrong State currently has a student programming board, the College Union Board (CUB), that will continue to provide student activities and programs of interest to the students in Savannah; however, this board will also coordinate with the Statesboro campus in planning a number of university-wide large-scale events that existed at Georgia Southern University prior to the consolidation (e.g., Homecoming, Celebrate Armstrong, Lighting of Sweetheart Circle, and concerts). Finally, the Armstrong and Statesboro campuses will keep current fraternity and sorority chapters at the respective campuses while operating under one set of policies and procedures across campuses.