



# Bevill State Community College

*SACS Reaffirmation of Accreditation Compliance Certification*

## ***Core Requirement 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**       **Partial Compliance**       **Non-Compliance**

## ***Rationale for Judgment of Compliance:***

Bevill State Community College demonstrates compliance with this core requirement through the offering of a comprehensive program of services and activities consistent with its mission. The College has identified twelve areas of support services, including student services administration, student recruitment, admissions, testing and placement, student records, financial assistance/scholarship, orientation, disability services, student housing, career planning and awareness, student activities and organizations, and federal TRIO programs.

The Office of Student Services is led by the Dean of Instruction and Student Services, who has been assigned the responsibility of supervising the administration of all services and activities and for assuring that the division maintains consistency with the philosophy and purpose of the College. This responsibility can be evidenced most clearly through the fulfillment of [specific objectives](#) developed by student services personnel for their division. These objectives include the following:

- To maintain a strong, positive working relationship with secondary education institutions in the College district and postsecondary education institutions statewide to facilitate dialogue and cooperation in recruitment and dissemination of information about educational opportunities available at the College and the transfer institutions
- To provide pre-enrollment counseling and assessment that adequately predicts the potential for student academic success in programs of study and coursework
- To provide counseling referral services for students whose needs require attention outside the scope of the College
- To enter new students in the academic advisement process and support the academic advising of students throughout their tenure at the College
- To provide an orientation/student success program to aid new students in their

transition to the College, expose new students to the educational opportunities of the College, integrate new students into the life of the College, and enhance their opportunities for personal, educational, and career success

- To refer students to career awareness services which will assist them in developing, evaluating, and implementing career plans
- To provide, as a complement to the educational experiences of students, opportunities for participation in cultural, social, recreational, and intellectual activities
- To maintain students' academic records and personal data in a safe, efficient manner ensuring that the process of releasing student records is done in a time sensitive manner
- To endeavor to meet the needs of the individual student by providing special services
- To provide financial assistance to students who would not normally take advantage of postsecondary education due to lack of financial resources
- To encourage and maintain student, staff, and faculty involvement in policy and decision making within the department, particularly in those areas that directly affect students
- To provide student residents with housing in an atmosphere that is safe, quiet, clean, and conducive to living, studying, and developing as individuals.

In all services and activities provided by Student Services at Bevill State Community College, the value of extending student learning beyond the classroom is recognized and reinforced.

### **Student Services Administration**

The administration unit is comprised of three administrators who oversee and direct specific functional areas of the Office of Student Services. Student services administrators have the responsibility to review and recommend policies and procedures as they concern services to students, prospective students, and the community. These administrators work in conjunction with the Directors of Student Services from each campus to make sure policies and procedures are consistent in content and application, ensuring that students are served uniformly across the College and the College's service area.

### **Student Recruitment**

Recruitment personnel coordinate and conduct recruitment activities, such as visits to high schools and in the community, as well as maintain a mailing campaign to all prospective students in a recruiting database. Each campus has an individual designated as a Campus Recruiting Associate.

### **Admissions**

The admissions functional area of the Office of Student Services responds to information requests from prospective students, enrolled students, and all other constituents. Admissions personnel accept and process applications for admission to the College and make students aware of any deficiency in documentation. The College [admission application](#) is available in the Office of Student Services and on the Bevill

State Community College web site.

### **Testing and Placement Services**

The primary responsibility of the testing function within the Student Services division is to administer the COMPASS Placement Examination, an assessment test that accurately places students into courses at the appropriate academic level. At the completion of the COMPASS exam, testing personnel review the outcome of the test with the individual student and assign the student an academic advisor based upon the student's career interest. The [COMPASS Placement Testing Policy](#) can be found in the *Bevill State Community College 2008-2009 Catalog*.

Other services provided by testing include administering General Educational Development (GED) tests and serving as the campus testing center for distance education classes. GED tests are scheduled once a month on each campus. Distance education testing is scheduled on an as-needed basis on each campus.

### **Student Records**

The Records Office is charged with ensuring compliance with the Family Education Rights Privacy Act ([FERPA](#)). Upon a student's acceptance to Bevill State Community College the Record's Office personnel are responsible for developing an individual student record. This staff maintains the student records, issues transcripts, conducts transfer credit evaluation, certifies graduates, and coordinates final recording of grades.

### **Financial Assistance/Scholarships**

The financial assistance area of the Office of Student Services provides a comprehensive array of financial assistance options that are consistent with the Bevill State Community College mission statement and help students succeed by providing solutions to overcoming financial barriers to education. The Financial Assistance Office is responsible for administering the Title IV financial aid programs, which includes the Federal Pell Grant, the Federal Work-Study Program and the Federal SEOG (Title IV) programs, as well as, the Staff Financial Assistance Program, Workforce Investment Act (WIA), Trade Readjustment Act (TRA), Alabama Department of Rehabilitation Services (ADRS), Alabama Student Assistance Program (ASAP), Veteran's Administration benefits (VA), and institutional, foundation, and private donation scholarships and private educational loans. In the 2007-08 academic year over 65% of the College's students received funds from Title IV, SFAP, WIA, TRA, ADRS, ASAP and VA, totaling \$8,449,711. Twenty-seven (27) percent of the College's students received scholarships totaling \$2,278,061. Overall, students received \$11,711,996 from some type of financial assistance program.

[Information](#) on types of financial assistance and how to apply can be obtained in the Financial Assistance Office in the Bevill State *Catalog* and in the *Financial Aid Brochure*. A link to a free application for federal student aid ([FAFSA](#)) and other federal student aid web sites is available on the Bevill State web site.

## **Orientation**

Orientation is a one-semester, credit course (PSY100) that introduces the freshman and transfer student to the life of the College, responsibilities, rules, regulations, College services, academic success skills, research skills, stress management, career planning, and job-seeking skills. The course is offered in a traditional lecture format, and an online version through Blackboard is available for distance education students. The traditional course is taught with the aid of the *Orientation Zone Workbook*.

## **Career Planning and Awareness**

Bevill State Community College students receive career planning information during the student orientation class. One section of the *Orientation Zone Workbook* is identified as Strategies for [Career Exploration](#). The workbook informs students that campus Library/Learning Resource Centers house a wealth of materials to assist in career exploration activities and research. Additionally, the College offers career fairs and workforce expos throughout the academic year that allow employers to interact with students and graduates to provide company information and to recruit new employees. Students and graduates have the opportunity to present their resumes and to learn more about job opportunities during the fairs and expos.

## **Disability Services**

Disability Services is provided to ensure that students with disabilities are not discriminated against and have access to all programs, activities and services provided by the College. These services help students succeed by providing personal and academic counseling, registration assistance, and classroom accommodations. Student learning is promoted through note takers, books in alternative formats, extended time on tests, tutors, academic aids, assistive technology equipment, and interpreters for the deaf and hearing impaired (504/ADA [Fact Sheet and Accommodations Request Form](#)). Information on services offered and the 504/ADA Fact Sheet and Accommodations Request Form are available from campus 504/ADA Coordinators, the placement test center, the Office of Student Services and *Orientation Zone Workbook*. Disability support services are key components to retaining students with disabilities who, without a liaison between them and their instructors, might give up on obtaining a college education. [Information for disabled persons](#) is also available in the *Bevill State Community College 2008-2009 Catalog*.

## **Student Housing**

Student Housing is available on each campus of Bevill State Community College. The prevailing goal of the residence life program is to develop communities within the residence halls that foster informal learning and provide student residents with housing in an atmosphere that is safe, quiet, clean, and conducive to living, studying and developing as individuals. Student Housing [rules and regulations](#) can be found in Bevill State's *Catalog*.

## **Student Activities and Organizations**

The Office of Student Services fosters student engagement through student activities

and organizations. There are over twenty active clubs and organizations at Bevill State Community College. Many of these clubs and organizations offer their members opportunities for leadership, community service and networking with instructors and other professionals within their field of study. A complete list and description of [student organizations](#) can be found beginning in the *College Catalog*. Student Activities include National Collegiate Alcohol Awareness Week, Constitution Day, Spring Fling, Homecoming Week Events, Black History programs, and intramural sports.

### **Federal TRIO Programs**

The [Federal TRIO programs](#) are educational opportunity outreach programs designed to motivate and support students from disadvantaged backgrounds. Bevill State Community College administers three federal grant TRIO programs, which are outreach and support programs targeted to serve and assist low-income and first-generation college students to progress through the academic pipeline from middle school to post-baccalaureate programs. The programs are Educational Talent Search, Student Support Services, and Upward Bound. These federal programs are managed by the Office of Student Services at BSCC.

### **Continuous Assessment and Improvement**

The Office of Student Services uses several surveys to evaluate the effectiveness of services provided. Survey instruments include the following:

- [Graduate/Completer Alumni Survey](#)
- [Graduating Student Survey](#)
- [Evaluation of Library and Support Services by Students](#)
- [Evaluation of Library and Support Services by Faculty/Staff/Administration](#)
- [High School Recruiting Survey](#)
- [Orientation Survey](#).

Survey results are used to evaluate the division's progress toward meeting program outcomes. As a result of the evaluations, major improvements in the delivery of student services have occurred: the availability of an online admission application, documenting imaging, comprehensive testing centers, and professional development on the ADA (Americans with Disabilities Act) for faculty and staff.

### ***References and Supporting Documentation:***

<b>Keyword(s)</b>	<b>Reference</b>
Specific objectives	<a href="#">SMACK Operational Plan, 2008 Edition, page 97</a>
Admission application	<a href="http://bscc.edu/display_document.php?ID=606">Online Admissions Application bscc.edu/display_document.php?ID=606</a>
COMPASS Placement Testing Policy	<a href="#">Bevill State Community College 2008-2009 Catalog, Placement Testing Policy, page 14</a>
FERPA	<a href="#">Family Education Rights Privacy Act</a>

Information	<ul style="list-style-type: none"> <li>• <a href="#">Bevill State Community College 2008-2009 Catalog, Financial Information, pages 17-20</a></li> <li>• <a href="#">Financial Aid Brochure</a></li> </ul>
FAFSA	<a href="http://bscc.edu/financialaid_forms.php">bscc.edu/financialaid_forms.php</a>
Workbook	<a href="#">Orientation Zone Workbook 2008-2009</a>
Career Exploration	<a href="#">Orientation Zone Workbook 2008-2009, Career Exploration, page 97</a>
Fact Sheet and Accommodations Request Form	<a href="#">Orientation Zone Workbook 2008-2009, 504/ADA Fact Sheet and Accommodations Request Form, page 67</a>
Information for disabled persons	<a href="#">Bevill State Community College 2008-2009 Catalog, Information for Disabled Persons, page 8</a>
Rules and regulations	<a href="#">Bevill State Community College 2008-2009 Catalog, Student Housing Rules and Regulations, pages 135-137</a>
Student organizations	<a href="#">Bevill State Community College 2008-2009 Catalog, Student Organizations, page 120</a>
Federal TRIO programs	<a href="http://ed.gov/about/offices/list/ope/trio/index.html">ed.gov/about/offices/list/ope/trio/index.html</a>
Graduate/Completer Alumni Survey	<a href="#">Graduate/Completer Alumni Survey</a>
Graduating Student Survey	<a href="#">Graduating Student Survey</a>
Evaluation of Library and Support Services by Students	<a href="#">Library and Support Services Evaluation Results 2008 (Students)</a>
Evaluation of Library and Support Services by Faculty/Staff/Administration	<a href="#">Library and Support Services Evaluation Results 2008 (Staff)</a>
High School Recruiting Survey	<a href="#">High School Recruiting Survey</a>
Orientation Survey	<a href="#">Orientation Zone Workbook 2008-2009, Orientation Survey, page 127</a>