

# CCAP Module 9 - Student Affairs

## 1 - Welcome

Welcome to *Community College Student Affairs*, a professional training module from the U.S. Department of State's Community College Administrator Program.

## 2 - Objectives

In this module, you'll learn about

- The definition of student affairs
- The various aspects of student affairs, including admissions and recruitment, student development and involvement, student conduct and behavior, and legal considerations
- And the goal of providing the "total college experience"

Let's get started.

## 3 - What is "Student Affairs"?

The term "Student Affairs" is distinguished from "Academic Affairs" in its concentration on aspects of student experience that are *outside* the academic arena.

Student Affairs, a term used interchangeably with "Student Services," encompasses a variety of student-focused activities on the part of the college, directed toward assisting students with issues that are ancillary to their experience in the classroom. While different colleges assign organizational responsibilities in various ways, it is typical that Student Affairs encompasses such functions as orientation, enrollment services, financial aid, athletics, student activities, personal counseling, life management skills, crisis services, disability services, student conduct, student government, campus safety, and student advocacy.

The concept of student services derived from the historic idea that the college takes the place of parents in helping to guide the student's personal development. Over time, that notion has expanded to encompass a *wide* variety of student-related functions.

## 4 - Admissions and Recruitment

While some colleges-particularly larger ones-have separate organizational areas supervising admissions, it's often the case with community colleges that Student Affairs manages essential aspects of the admissions process, from recruitment and marketing to financial aid, registration and records.

Even in colleges with separate enrollment management structures, Student Affairs will have responsibility for programs leading to admission of special populations, such as historically underrepresented students, students with disabilities, dual enrollment students and international students.



The following video, from the Community College of Denver, is just one example of a promotional video aimed at appealing to student enrollment. It's worth noting in this respect that marketing the college—even for publically-funded community colleges with a defined service area—is standard practice today.

**[VIDEO CLIP - CC Denver]**

[Stephanie] The Community College of Denver has over a 100 degrees and certificates. A large number of those are stackable. They can start in one area and they have numerous ways they can branch off. So if a certificate is all they want and all they need, they have an employable skill. If they decide they wanna go on and get an Associate's degree, they have the ability to do that.

[Nahum] CCD is a family. Any student or parent that comes in, our goal is to make sure number one, they feel welcome, that they feel a part of what CCD wants to be able to offer.

[Judi] Because we have such a diverse student body, I think it would be almost difficult to not fit in. But for some people that's their thing and they'll probably feel very welcome here too.

[Dr. Freeman] We are a diverse college. We have people from all over the world and the thing that binds us and keeps us animated and keeps us going is the notion that everybody can do it. You can get anywhere from here. Start here and go anywhere! That's the thing that makes CCD so unique. Some don't really know what they wanna do, some know exactly what they wanna do. And both succeed enormously because of the dedication of our faculty and staff to help them meet their objectives.

[Stephanie] You have Master's level and Doctorate level prepared faculty that work with our students. Our classrooms are small. Sometimes you may have 14 students in a classroom, sometimes you may have 20 but the faculty all know your name and the faculty care that you're getting the information that they're teaching you.

[Nahum] How I would describe the Auraria Campus is vibrant. There's never a dull moment on the Auraria Campus, whether that's student activities, whether that's concerts. You'll never be bored while you're on campus.

[Christopher] We're a very cosmopolitan campus. We're in the center of transportation. You know there's light rail everywhere, all the cultural aspects of downtown Denver are available.

[man] And that's important to me. It's that big city environment with the small-town feel. It's what I like.

[Arlene] CCD has one of the best welding programs in Colorado and arguably in the nation if you actually do a little bit of research. I think it's a great place to be. CCD is a great value for what you're paying. I feel like I'm getting a great education. I heard the welding program is phenomenal and I don't feel like my money's been wasted at all.

[Stephanie] We have to prove to the federal government that when our students graduate from these programs, they are employable. We have been able to prove that year after year, after year.

[Judi] Not only does CCD prepare them for the real world, CCD is the real world. Our students come to us with a lot of different life experiences and we have high expectations for their



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success because we know that they can achieve their goals, because they are already doing it on so many different fronts. We're just helping to put the polish on those educational opportunities.

Start here, go anywhere! - Community College of Denver. - Community College of Denver. - Start here - Start here - Start here, go anywhere!

**VIDEO CREDIT:** "Community College of Denver - Start Here...Go Anywhere!" by Community College of Denver, Source: <https://www.youtube.com/watch?v=SCf9UiQJFug>

## ***5 - Guiding the Way: Orientation, Counseling, Conduct***

Student Affairs provides orientation services for students, ranging from campus tours to initial enrollment and registration functions. These activities dovetail with advisement, in that many students come with transfer credits already earned, requiring evaluation and recording. Student Affairs also manages occasional learning skills seminars directed toward student retention, as well as providing counseling services of various kinds. Compliance with Americans with Disabilities Act (ADA) provisions requires appropriate accommodation by the college, and Student Affairs is responsible for that function. Personal counseling, ranging from advice on classes to family crisis intervention, is also a function of Student Affairs.

The following promotional video from Cuyahoga Community College, is worth viewing for its emphasis on the college's outreach to its students in the form of active concern with the welfare of the individual.

### **[VIDEO CLIP- Cuyahoga CC - 01]**

VALENCIA COLLINS: Tri-C changed my life in more ways than I could have ever imagined. You start there and you opened up a door of endless possibility. They really support their students financially, professionally, and personally. Tri-C is the foundation of the professional that I am now. My name is Valencia Collins, and I earned my nursing degree at Tri-C.

**VIDEO CREDIT:** "My Tri-C Story - Valencia Collins" by Cuyahoga Community College (Tri-C), Source: <https://www.youtube.com/watch?v=sLYNiaEJuiE>

## ***6 - Student Development and Involvement***

Regardless of the theory of student development, Student Affairs professionals agree that the college environment in total is an educational experience, and can be used to help the student develop. To that end, a wide variety of student activities are provided, ranging from major-related club activities to social events to sports and games. While community colleges tend to be commuter campuses, they strive to provide students with the "college experience," understanding that student involvement is a key motivator to persistence and ultimate success.

The following two videos, from Cuyahoga Community College, a large college in Cleveland, Ohio, and from Genesee Community College in upstate New York, feature aspects of student life-sports, clubs, and the arts-which are often considered ancillary to the pursuit of a college degree.

### **[VIDEO CLIP- Cuyahoga CC - 02]**



TYLER LIENERTH: As a kid growing up my dream was to go to college, play baseball, and get a degree. Coming out of high school I had two choices: I was accepted into a four-year university, but I decided to come to Tri-C after receiving a scholarship. I got my associates degree at Tri-C, they transferred all my credits straight in the Baldwin-Wallace, so I started at Baldwin-Wallace University as a junior. My name is Tyler Lienenrth and I earned my first degree at Tri-C.

**VIDEO CREDIT:** "My Tri-C Story - Tyler Lienenrth" by Cuyahoga Community College (Tri-C), Source: <https://www.youtube.com/watch?v=r7zW4abgkAU>

**[VIDEO CLIP- Genesee CC - 01]**

EMILY: Hi! Welcome to Genesee Community College - a great place to start your college career. If you're looking for the best tech programs, state-of-the-art nursing facilities, or just a great place to make friendships that will last a lifetime, you've come to the right place. Let me show you around. In small classes taught by caring and award-winning faculty students at GCC know that they're receiving the best education for their money. Our instructors give you the skills you need to transfer to a four-year college or to start work after you receive your degree. With over 65 degree in certificate programs GCC has plenty of majors to choose from, with degrees in computer technology to nursing to veterinary technology. over 23,000 students have graduated from GCC. There are many ways to get involved with college life - sports, clubs, and other activities give students the freedom to socialize, to learn new skills and to just have fun.

Midway between Buffalo and Rochester, New York, the city of Batavia has a lot to offer. Want to see a ballgame? Go to Dwyer Stadium to see the Muck Dogs play. Looking for coffee shops and pizza? We've got it.

From starting on your way to a 4-year degree or going right into your career GCC can help you save for the future. Our affordable tuition rates can save you thousands of dollars while you earn a quality education close to home. If you think you can't afford an education you'll be pleased to know that 87% of full-time students receive financial aid, and over \$263,000 in scholarships have been awarded in recent years. If you'd like more information on how to pay for your college education talk to one of our financial aid advisors, we'd be glad to answer all of your questions. Applying for admission into GCC is free and easy. We have an application form online that you can fill out at home or, if you'd like, you can stop in to the admissions office and pick up a paper application. Our friendly admission staff is there to help if you have any questions. Admissions is on Facebook, so make sure you like us or check us out and see what's happening in our office and in our campus community. Attend an open house or spend the day with us for a Friday visit. Once you come to the campus we're certain that you'll agree that GCC was everything you expected and more. Are you still in high school and curious to know what it's like to take a college course before attending full time? Then you might be interested in our ACE programs, which will give you a head start on college.

GCC also offers Genesee Promise Plus scholarships for the summer semester, which covers the tuition of two courses for seniors from area high schools. Students have ranked GCC number one among New York State Community College's in the quality of computer support services, effective use of technology, and innovative use of technology and learning. Smart classrooms, state-of-the-art computer labs, innovative technology programs, what more could any high tech student ask for? Interested in online learning? GCC has distance learning instructors who create interesting and exciting course content for all types of student learning styles. At GCC we have a



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variety of athletic teams and dynamic clubs from soccer to lacrosse, our teams have won numerous awards and honors for their athletic skills. Some of our clubs include WGCC, the Earth Club, and the Outdoor Adventure club.

There's always something to do when you're done with your classes. Buffalo and Rochester are within driving distance, and Niagara Falls and Canada are just around the corner. With seven campus locations in four counties in western New York there's always a campus location nearby. GCC has campuses in Batavia, Albion, Arcade, Dansville, Lima, Medina and Warsaw. These classroom sizes are generally small with many convenient course options. Put simply, GCC is the right place to start. You'll have the necessary skills to thrive in a highly competitive workplace and you'll make friendships that will last a lifetime. GCC has it all. Come visit us and see.

**VIDEO CREDIT:** "A Closer Look at GCC" by Genesee Community College, Source: <https://www.youtube.com/watch?v=L9TTP5C9p0E>

## **7 - Student Conduct and Behavior**

Community colleges, like their university counterparts, are obligated to ensure the physical safety of their students while providing a learning environment that is secure and free of disruption. Occasionally student behavior will require serious attention and remediation.

It's ordinary for community colleges to adopt detailed codes of student conduct that are made available in writing to the public. The code of student conduct defines actions that are harmful or otherwise disruptive to the experience of fellow students, as well as penalties for such actions. It is also customary for violations of codes of conduct to be monitored and adjudicated by Student Affairs leadership working in concert with student government representatives. In this way, a judicial process is established which is controlled, in part, by the students themselves.

## **8 - Legal Matters**

Community colleges are obligated to meet several statutory requirements-many of them federal in origin regarding student welfare. Examples of these include the following:

The Clery Act is directed toward campus safety and security, and requires colleges to disclose information about incidences of crime on and around their campuses

Title IX of the Education Amendments Act of 1972 requires the assurance of gender equity in education, and is important in terms of colleges addressing allegations of sexual assault and harassment

The Family Educational Records Privacy Act (FERPA) requires colleges to maintain the privacy of a range of student records, even from immediate family, including parents and spouses, without student notification and permission.

To the extent that community college student populations reflect high proportions of non-traditional and/or economically disadvantaged students--populations less likely to report abuse or seek legal action-the college's obligation to protect the rights and ensure the well-being of *all* students is of paramount *importance*.



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## **9 - Fulfilling the Promise**

The “total college experience”-much sought after by Student Affairs professionals-is not beyond the reach of community college students, provided that their college’s leaders are mindful of that ambitious goal, and do their best to provide opportunities for their students to live it.

The following series of short promotional videos, carefully produced by Onondaga Community College in Syracuse, New York, embeds glimpses of student life at college. They’re worth watching for the subtle yet powerful message they convey.

### **[VIDEO CLIP- Onondaga CC - 01]**

Some days a better life can seem far away or impossible to reach until you stop and realize that what's standing in your way isn't time or where you come from, it's doubt and uncertainty. So if you know that you deserve more and you're willing to work hard to get there the only thing left to do is believe in where you're going.

**VIDEO CREDIT:** “OCC - Believe in Where You’re Going 2017” by Onondaga Community College, Source: <https://www.youtube.com/watch?v=0MFqHYbdpls>

### **[VIDEO CLIP- Onondaga CC - 02]**

The journey to a better life can be filled with doubt and uncertainty. Maybe you've been told you'll never go anywhere, and maybe you even believed it. But the moment you decide to move forward is the moment you leave all of that behind you and realize that no matter where you come from nothing should get in the way of where you're going.

**VIDEO CREDIT:** “OCC - Move Forward 2017” by Onondaga Community College, Source: <https://www.youtube.com/watch?v=0pQBn7I8LRg>

### **[VIDEO CLIP- Onondaga CC - 03]**

It's not about what you've been told, what you've read in brochures or seen on TV. And it can't be boiled down to test scores or grades. When setting out to go to college the only thing that truly matters is you, your drive, your refusal to settle, and your decision to do more with your life. So look inside, then look forward and believe in where you're going.

**VIDEO CREDIT:** “OCC - Believe in Where You're Going 2017” by Onondaga Community College, Source: <https://www.youtube.com/watch?v=ls4D-wAiuUU>

### **[VIDEO CLIP- Onondaga CC - 04]**

A community college campus like no other, professors whose focus is your education, and degrees that lead to big opportunities, not big debt. The things that make OCC unique don't just set us apart from other colleges; they set you apart from other graduates. See why our students have a solid record of getting jobs, transferring to four-year colleges, and standing out every step of the way. Register today at [SUNYOCC.EDU](http://SUNYOCC.EDU).

**VIDEO CREDIT:** “Register Today” by Onondaga Community College, Source: <https://www.youtube.com/watch?v=Slf9665MTgo>



## **10 - Thank You**

We hope this module helped you better understand the community college student affairs. In the next module, you'll explore *issues* related to teaching and learning in community colleges.

## **11 – USDOS - CCAP**

The Community College Administrator Program (CCAP) is a program of the U.S. Department of State, administered by Florida State University

For more information, visit [eca.state.gov](http://eca.state.gov) or [lsi.fsu.edu/ccap](http://lsi.fsu.edu/ccap)



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