

SECTION 2, 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

Compliant

Partially Compliant

Noncompliant

RATIONALE FOR JUDGMENT OF COMPLIANCE

North Georgia College and State University recognizes that the education and support of its students extends beyond experiences generated through the academic program of the institution. Through institution-provided programs and services and through institution-sanctioned student organizations, multiple routes for student learning and development are opened. As its mission states, North Georgia “develops and educates leaders . . . in an environment of academic excellence,” leaders that are more specifically described as ones who “respect all people, maintain high ethical standards, continue intellectual and personal growth, and serve the community, the state, the nation, and the world” (*NGCSU Mission Statement*) [[1](#)].

A number of programs and services provided across the institution help to promote student learning, both current and ongoing, by supporting skills that may be academic in nature but may not be course specific. Offerings by Information & Instructional Technology, the Writing Center, and Student Disability Resources are notable examples.

Information & Instructional Technology staffs and manages five open computer labs on campus and 23 departmental, computer labs, in addition to its four computer classrooms. These labs are staffed by student workers who are trained to handle the basic issues most often encountered in the labs. The campus is fully networked, in academic buildings, Stewart Library, the Student Center, the Continuing Education building, and student dormitories, to encourage student access to information. Each student is given an email account and personal storage space on a networked drive accessible all across campus. Also supporting student learning and student growth is the Student Help Desk Center, where students can get help with

technical issues regarding their personal computers, issues that might otherwise interfere with their ability to produce work up to the high standards required for their classes. A discussion of the services provided by IIT can be found on pp. 58-59 of the *NGCSU 2005-2006 Student Handbook and Calendar* [2, p. 60-61] and on the IIT web pages [3].

The Writing Center helps students, faculty, and staff with all writing projects, not just those for English composition courses. The nature of Writing Center tutoring is developmental, in that the process is structured to help students build written communication skills, which can be generalized to both academic and professional settings. Additionally, the Writing Center conducts campus-wide workshops every semester: Collaboration vs. Collusion – What Every Student Needs to Know, Regents' Test preparation, and APA style format.

Services offered by Student Disability Resources (SDR) extend beyond simply ensuring academic program access for students with documented disabilities (*NGCSU 2005-2006 Student Handbook and Calendar*, p. 53 [4, p. 55], Student Disability Resources web pages [5]). The director works with individual students to develop advocacy skills and assists students in making mentoring connections on campus. The director offers resources to improve time management skills and makes available through the SDR web page [6] links to several study skills sites, as well as to other disability resources and career resources.

In accordance with Section 2.23 of the *Academic Affairs Handbook* of the University System of Georgia [7], NGCSU's Minority Advising Program provides a range of services to minority students, including tutoring services to all students. The program's "goals include the promotion of academic success, development of human potential, and the creation of an environment that fosters the success and retention of minority students" (*USG Academic Affairs Handbook*) [8]. The program "addresses students' academic and non-academic needs through individualized and group counseling, reinforcing the advisement process, developing study skills, tutoring, exploring career options and opportunities, identifying financial aid resources, and providing socially and culturally appropriate programming to bring effective role models in contact with students of diverse backgrounds" (*2004-2006 NGCSU Undergraduate Bulletin*, "Minority Advising Program" [9, pp. 97-98]).

Student Counseling, staffed by two professionals and one support staff member, offers support for both personal and academic concerns. Students may make appointments for individual counseling sessions for assistance with such issues as depression, anxiety, eating disorders, anger

management, relationship issues, and other concerns that arise within a college student population (Student Counseling web site [[10](#)]). The office also organizes support groups on campus for various issues as the need arises. Counseling staff offer frequent seminars on a range of issues, both to targeted groups and to the campus at large (Student Counseling, Seminars web page [[11](#)]). While the work of the office certainly involves support of hurting and confused individuals, it goes beyond this scope in offering services aimed at enhancement of the individual, as well. Assistance is provided in building study skills, choosing a major, and exploring career options (*NGCSU 2005-2006 Student Handbook & Calendar* [[12](#), p. 53]). Additionally, the office sponsors a program called Peer Leaders Understanding Students (P.L.U.S.). Members of the group undertake to educate their peers about responsibility regarding drugs and alcohol; they exercise leadership on campus through their activities (Student Counseling, News web page [[13](#)]).

NGCSU Career Services supports student development through programs that assist with all phases of the process of securing a job: identifying potential careers, gaining experiential education, preparing résumés and job applications, and finding appropriate job listings. The office also offers seminars and workshops on business etiquette and work ethics, among other topics, and "Career Day" programs to allow students to explore occupations and opportunities in a number of fields (Career Services web site [[14](#)]). Career Services coordinates cooperative education and internship experiences in conjunction with academic departments (*NGCSU 2005-2006 Student Handbook and Calendar*, p. 49-50 [[15](#), p. 51-52]).

Student Health Services [[16](#)] is the primary point of contact for students with health issues, but it also engages in a program of health education for students at NGCSU. Student health offers primary care for acute and episodic problems, health promotion and disease prevention through education, vaccines and screening, and women's and men's health care through special clinic hours. Services are inclusive of diagnostic labs and medications. Referral services are available for those who need specialty care. There is one full-time masters-prepared nurse practitioner who oversees student health, one part-time collaborating physician and, in addition, six nurse practitioner faculty members share the staffing of the women's health clinics and clinic for overweight students. The Student Health Services also employs two Licensed Practical Nurses to provide triage and assist with minor complaints.

Also available in the Health Services facility are brochures and information sheets promoting health. Health Services staff also present educational programs in the dormitories and, by request, in classes, on topics such as

eating disorders, first aid, CPR, and smoking cessation. NGCSU has also recently purchased a self-care guide to be available from the Health Services website, allowing students to determine what course of action to take for various medical events they may be experiencing.

Residence Life, through its Resident Assistant (R.A.) program, offers dormitory students a variety of programs on issues of concern to young college women. R.A.s produce and coordinate eight programs each year to enhance the quality of life for students on their residence halls. Topics for the programs are physical, spiritual, human awareness/cultural, emotional, leadership, intellectual/career, social, and decision-making. In addition, R.A.s function as a first point of contact for resident students needing to identify appropriate campus resources, both academic and non-academic. Students who are selected to participate in the R.A. program benefit from the experience by developing their leadership skills through the job they do (see the *Resident Assistant Handbook* for more information [[17](#)]).

Offering a welcome change of pace for many students—and a foundation of physical activity that will serve students for years to come—is the Recreational Sports program. Both individual and organized activities are available to students, from swimming in the Olympic size pool or working out in the fitness center to participating in intramural sports and guided hiking and whitewater rafting trips. Students are encouraged to make use of the varied facilities available on and near campus and to participate in sports and recreational pursuits planned and arranged by the program. More information is available on the Recreational Sports web site [[18](#)] and in the *NGCSU 2005-2006 Student Handbook and Calendar*, pp. 60-61 [[19](#), pp. 62-63].

The Department of Public Safety also contributes to the development of students through drug and alcohol presentations, assisting with fire safety training for R.A.s, and providing van driving and safety training for students employed by the institution.

In addition to the programs, services, and activities provided by various offices on campus, student development is enhanced by participation in institution-sanctioned student organizations. Students find the opportunity here to exercise their leadership skills and become active in service to their community. Some notable organizations of this type are Omicron Delta Kappa (Leadership Honor Society), Community Leadership Connection, Commuter Council, Gay Straight Alliance, Habitat for Humanity, and Project Dignity (*NGCSU 2004-2005 Student Handbook and Calendar*, pp. 66-75 [[20](#), pp. 68-77]).

Document Reference:

Number	DB Num	Document Title	Resource
1		NGCSU Mission Statement	http://www.ngcsu.edu/resource/irp/irphome/Factbookwebversion/information/misionstmt.shtml
2		NGCSU Student Handbook and Calendar, 2005-2006, Information & Instructional Technology	http://www.ngcsu.edu/Stu_Lif/Handbook/2005_06_handbook.pdf , pp. 60-61 in PDF, pp. 58-59 in hard copy.
3		The Department of Information and Instructional Technology web site	http://www.ngcsu.edu/Adminsrv/infotech/index.shtml
4		NGCSU Student Handbook and Calendar, 2005-2006, Student Disability Resources	http://www.ngcsu.edu/Stu_Lif/Handbook/2005_06_handbook.pdf , p. 55 in PDF, p. 53 in hard copy.
5, 6		Student Disability Resources	http://www.ngcsu.edu/Learning/ATallant/disaccom.shtml
7, 8		Board of Regents, Academic Affairs Handbook, Section 2.23, Minority Advising Program	http://www.usg.edu/academics/handbook/section2/2.23.phtml
9		NGCSU Undergraduate Bulletin, 2004-2006, Division of Academic Support Programs, Multicultural Services	http://www.ngcsu.edu/academic/Catalog/2004_2006/Division%20Academic%20Support.shtml#Multicultural http://www.collegesource.org/displayinfo/catalink.asp?pid={B7D26C41-3189-4993-A182-5B5C65B87E21}&oig={1FD70D8E-2B26-4AEB-B696-5991983E2CD1}&vt=5 , pp. 97-98 in PDF, pp. 94-95 in hard copy.
10		Student Counseling, Services Available, web page	http://www.ngcsu.edu/Stu_Lif/stdntdev/services.htm
11		NGCSU Student Counseling, Seminars & Workshops, web page	http://www.ngcsu.edu/Stu_Lif/stdntdev/seminars.htm
12		NGCSU 2005-2006 Student Handbook and Calendar, Student Counseling	http://www.ngcsu.edu/Stu_Lif/Handbook/2005_06_handbook.pdf , p. 53 in PDF, p. 51 in hard copy.
13		NGCSU Student Counseling, Current News, web page	http://www.ngcsu.edu/Stu_Lif/stdntdev/news.htm
14		NGCSU Career Services, web	http://ngcinfo.ngcsu.edu/Stu_Lif/Careers

Number	DB Num	Document Title	Resource
		site	/default.asp
15		NGCSU 2005-2006 Student Handbook and Calendar, Career Services	http://www.ngcsu.edu/Stu_Lif/Handbook/2005_06_handbook.pdf , p. 51-52 in PDF, p. 49-50 in hard copy.
16		Student Health Services web page	http://www.ngcsu.edu/infirmary/index.htm
17		Resident Assistant Handbook	http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_documents/RA_Handbook_2005.pdf
18		NGCSU Recreational Sports web site	http://www.ngcsu.edu/stu_lif/recsport/index.shtml
19		NGCSU 2005-2006 Student Handbook and Calendar, Recreational Sports and Facilities	http://www.ngcsu.edu/Stu_Lif/Handbook/2005_06_handbook.pdf , pp. 62-63 in PDF, pp, 60-61 in hard copy.
20		NGCSU 2005-2006 Student Handbook and Calendar, Student Organizations and Activities	http://www.ngcsu.edu/Stu_Lif/Handbook/2005_06_handbook.pdf , pp. 68-77 in PDF, pp. 66-75 in hard copy.