

3.4.9

Educational Programs: All:Academic support services

The institution provides appropriate academic support services.

Judgment

Compliance Partial Compliance Non-Compliance Not Applicable

Narrative

Tennessee Technological University (TTU) provides many academic support services for students, faculty, and staff. Academic support services available to students are located on the University's website for students [1]. Academic support services for faculty and staff are also described online [2]. In addition to the services directed by the University, individual academic units provide services especially related to advisement and to sponsorship of clubs, organizations, and activities that directly support academic programs and advancement to careers and advanced studies.

Angelo and Jennette Volpe Library

The library maintains a collection, both print and electronic, to assist students as they complete research assignments. The library has individual and group assistance to help students find the information [3] [4], subscribes to citation management tools to manage the information [5], and offers interlibrary loan [6] and Get It Now [7] to obtain information the library does not have immediately available. These services are fully accessible online to assist students regardless of location. The library is also responsible for coordinating Learning Assistance, which includes coordinating and assessing the tutoring on campus [8]. Because this responsibility came to the library in 2014, this coordination and assessment process is still under development and planning.

Tutoring

Students have access to tutoring through a variety of departments and programs as well as general academic counseling through the Learning Support Program [9]. There are additional tutoring options for specific populations offered by different departments including Counseling Services [10], Multicultural Affairs [11], fraternities and sororities [12], student organizations [13] [14] [15], and living and learning villages [16]. Athletics has tutoring as well, plus a specific WIN (Work Intensely Now) program to support academic success, retention, and progress toward the graduation of student athletes. The program provides supplemental academic support to reinforce the importance of setting academic priorities and establishing an academic routine in an advantageous study environment. The program involves the student-athletes, coaches, academic advisors, tutors, and faculty cooperating to support the general goal of academic success [17].

Office of Disability Services

The Office of Disability Services' mission states that it is "committed to ensuring equal access for all qualifying individuals to TTU's academic and physical environments, and further dedicated to providing quality services to students and faculty, through a variety of resources including academic adjustments, assistive technology and software, as well as other support programs that promote awareness of the law and other disability-related topics"

Disability Services provides services to students with documented permanent or temporary disabilities to help ensure equal access to all University programs. These services include, but are not limited to, proctoring tests, providing adaptive technology demonstration and orientation, and consulting with University faculty and staff on disability-related matters [18] [19].

Technology

Information Technology Services manages all technology functions on campus and provides academic support via computer labs across campus; student help desks; software distribution; email; printing; wireless access; equipment; and faculty, staff, and office computers [20]. Use of equipment and printing [21] [22] [23] [24].

Innovation Technology Institute

The Institute supports teaching excellence to support the educational mission of the University faculty. Faculty can get support with instructional technology and its incorporation into the classroom in order to create a positive experience that is challenging, engaging, interactive, and communicative. The Institute also offers support with teaching pedagogies and strategies for improving teaching evaluations demonstrates the importance and popularity of these services [25].

Advising Centers and Student Success Centers

Advising Centers and Student Success Centers primarily serve undergraduate students (upperclassmen are assigned a dedicated advisor upon entering their core curriculum classes). The Centers are especially committed to helping students succeed in completing their general requirements, choosing degree programs, and solving academic problems. Whether students need minimal assistance or more comprehensive support as they begin their college careers, the Student Success Centers are committed to helping them achieve their greatest potential as undergraduates at the University.

College of Interdisciplinary Studies Student Success Center. Students in the various programs of the College of Interdisciplinary Studies receive academic guidance and support from this Center. Students served here include those in the various online programs of the undergraduate Regents Online Degree Program as well as the on-campus Interdisciplinary Studies undergraduate degree. Advisors in this Center provide students with the tools, services, and skills they need to achieve their current classroom and future career goals. Starting with an advisement program, the Center staff will guide students through the individual process of choosing a major and focus of study suited to their needs and talents as students develop the foundation for successful careers that are challenging and rewarding [26].

College of Arts and Sciences (COAS) Student Success Center. The Student Success Center advises students who are in the General Curriculum program (including General Engineering and General Computer Science), General Health Studies, and General Pre-Law. Psychology majors are also advised by the Student Success Center during their freshman and sophomore years. The Student Success Center staff strive to help students have a successful beginning to their career at TTU. Advisors guide students through the process of not only choosing a major but also being successful in that major [27].

College of Business Student Success Center. Advisors in the College of Business Student Success Center [28] provide academic support to all students in the Basic Business program. The Basic Business foundational program is required for admission to all degree programs in the College of Business. This academic program was organized to ensure that students receive thorough and properly sequenced preparation for upper-division business courses. Advisors in the Student Success Center make it a primary goal to ensure academic achievement, which starts with a quality advisement program. The Center also assists students in choosing a major best suited to individual needs and talents as well as steering students toward a career that is both challenging and rewarding. Freshman and sophomore students in the International Business and Cultures program are also advised in the COB Student Success Center [29].

College of Education Student Success Center. Professional advisors in the College of Education Student Success Center provide academic advisement and support to students majoring in teacher licensure and undergraduate programs in Multidisciplinary Studies, Secondary Education, Child and Family Studies, Exercise Science, Special Education, and Art Education. This also includes off-campus,

degree-seeking students in the 2+2 Program Partnership in Elementary Education. As competent, caring professionals, through open communication between the student and the advisor, this Academic Advising Center's staff seeks to communicate a clear and practical course for students that reflects the requirements of the Teacher Education Program [30].

College of Engineering Student Success Center. The Clay N. Hixson Student Success Center was established by the College of Engineering to provide support, encouragement, and resources to help students as they work toward reaching milestones on the way to becoming 21st Century Renaissance Engineers. The Center provides a quiet study atmosphere, advising, and peer tutoring to help students succeed. Operation of the Center and its programs are overseen by the Student Success Director. The staff of the center is made up of the Director, Administrative Associate, Academic Advisors, and Coordinator. The center's professional academic advisors are equipped with the latest technology to provide a clear picture of academic success for Engineering students. They are knowledgeable and committed to assisting freshmen and sophomore students in their program of study. Additionally, the Student Success Center Coordinator provides support for Clay N. Hixson Student Success Center assessment activities (data collection & analysis, survey construction & maintenance) for student retention & progression, student success programs, and accreditation/grants [31].

College of Agriculture and Human Ecology Student Success Center. This Center provides academic advising for majors with fewer than 60 hours in various concentrations of the Agriculture and Human Ecology disciplines [32].

New Administrative Resources Supporting Academic Advising Services

Director of Advisement Services. The Director of Advisement Services developed and implemented a campus-wide comprehensive advising program that includes advisor training and assessment. The director works collaboratively with all academic units on issues of student success including but not limited to freshman orientation, transfer orientation, course registration, and graduation, as well as learning support and other interventions with at-risk students and other special populations [33].

Director of Military and Veterans Affairs. Established in 2013 as a new position at the University, the director of Military and Veterans Affairs directs and monitors the University's veteran student services; collaborates with the Registrar's office to ensure that students are properly certified for U.S. Department of Veterans Affairs (DVA) educational benefits; provides academic program advising for veterans; and assures compliance with federal, state and university directives in relation to veteran/dependent educational benefits.

Academic Advisor positions. Supported by the division of Enrollment Management, up to 16 full-time professional advisors were added to supplement the existing staffs of the various Student Success Centers.

Faculty Advisors

Arts and Sciences. The COAS Student Success Center provides academic advising services to almost all students in all degree programs of the College, as well as General Curriculum.

Business. Upper-division business majors are advised by faculty members in their respective concentration areas. These advising assignments are made when a student has completed requirements for admission to upper-division (minimum 2.0 cumulative GPA, completion of Basic Business core curriculum, and junior standing).

Education. All students in the undergraduate programs of the College of Education are advised by the professional advisors in the Education Advising Center.

Engineering. Faculty advise students in the various undergraduate programs of the College of Engineering.

Nursing. Undergraduate advising services are provided by professional advisors.

Agriculture and Human Ecology. Whereas the Success Center advises students with fewer than 60 hours, the faculty serve as mentors for those students as well as advisors for students with more than 60 hours.

Interdisciplinary Studies. Students have assistance available through the Student Success Center at any time. Students are assigned to a program advisor upon admission to the University.

Graduate Students. Faculty members advise graduate students who meet with them each semester to register for the next semester's classes as well as meet with them as needed to guide them in their research endeavors.

Other Supporting Units

Learning Support Center. TTU's Learning Support Program (LSP) [34] is the cornerstone of academic support services for students entering TTU. Its services and resources are available to any student including new freshmen, transfer students, teacher candidates, and international students. The staff is dedicated to helping students with their accessible and flexible services to help them reach their potential and succeed as university students. The Learning Center was created to facilitate learning for students in learning support course work. The Center seeks to provide a supportive atmosphere conducive to creative learning and productivity. Students receive individualized assistance in mathematics, reading, writing, study skills, and word processing. Besides providing individualized tutoring, the Center also offers books, computers, video and audiotapes, and other instructional materials for student use.

Counseling Center (Academic Support). The TTU Counseling Center [35] operates within the Division of Student Affairs. Academic skills enhancement workshops and services are included in the variety of services offered to students by the Counseling Center staff. The TTU Counseling Center does not provide academic advisement. Students are instructed to contact their academic advisor for help in areas such as scheduling classes or determining graduation requirements. Academic programs and services include the following:

Coaching for Academic Success. This program helps students develop study skills, improve academic performance, and become more independent and efficient learners. This is a monthly group meeting on the third Thursday of each month from 11-11:45 a.m. and is open to any TTU student.

Academic Counseling Services. Staff work with students to address topics such as improving study skills, improving note-taking skills, reducing test anxiety, improving concentration, and enhancing memory skills.

Study Skills Information. A variety of topics is listed and linked to mostly external sites, giving students other resources to explore independently.

College of Graduate Studies. The College of Graduate Studies offers graduate students a variety of academic support services on a regular basis such as thesis and dissertation workshops, graduate student orientation, and more [36].

Office of Research and Economic Development. Grant workshops are regularly offered to faculty and students through this office. Help in identifying appropriate external funding venues and crafting grant proposals is also offered through this office [37].

Conclusion

TTU provides appropriate academic support services to students at all levels as well as to faculty to strengthen academic programs and ensure student and faculty success in meeting the goals of the educational programs. Services offered through the library, tutoring services, the Office of Disability Services, Information Technology, Student Success Centers, faculty advisors, and other supporting units, are appropriate to the needs of students and faculty. Therefore, TTU is in compliance with Comprehensive Standard 3.4.9.

Sources

-  [01] Students
-  [02] Faculty and Staff
-  [03] Research
-  [04] Library Instruction
-  [05] RefWorks
-  [06] Interlibrary Loan
-  [07] Get It Now
-  [08] Tutoring
-  [09] Learning Support Program
-  [10] Counseling Services
-  [11] Multicultural Affairs Tutoring Program
-  [12] Why Go Greek
-  [13] Student Organizations and Opportunities
-  [14] Student Organizations Clubs
-  [15] Student Organizations
-  [16] Living and Learning Villages
-  [17] Athletics Academic Support
-  [18] Disability Services
-  [19] Services for Students with Disabilities
-  [20] Where can I find
-  [21] Computing
-  [22] Printing Policies
-  [23] Library Reports and Data
-  [24] Current Lab Statistics
-  [25] About the Technology Institute
-  [26] Interdisciplinary Studies Student Success Center
-  [27] Arts and Sciences Student Success Center
-  [28] Business Student Success Center Staff
-  [29] Business Student Success Center
-  [30] Education Student Success Center
-  [31] Clay N Hixson Student Success Center

 [32] Ag and Human Ecology Student Success Center

 [33] Advisement Services

 [34] Learning Support Program

 [35] Counseling Center

 [36] Graduate Studies Professional Development

 [37] Office of Research