

2.10

Student Support Services

The institution provides student support programs, services, and activities consistent with its mission that are intended to promote student learning and enhance the development of its students.

Judgment

Compliance Partial Compliance Non-Compliance Not Applicable

Narrative

Tennessee Technological University (TTU) provides student support programs, services, and activities that are consistent with the institution's mission. The programs, services, and activities promote student learning and enhance the development of TTU's students.

Student Support Services Consistent with Mission

TTU's institutional mission [1] commits the University to:

leadership and outstanding programs in engineering, the sciences, and related areas that benefit the people of Tennessee and the nation The University is committed to the life-long success of students in its undergraduate, master's, specialist, and doctoral degree granting programs through high quality instruction and learning experiences. The University is engaged in scholarly activity, especially basic and applied research, creative endeavors, and public service, with special emphasis on community and economic development. The University supports student participation in a broad array of extracurricular activities as an integral component of its commitment to student life and success The institution is committed to an inclusive and diverse campus that enriches the educational experience, promotes personal growth and a healthy society, prepares students for success in a global economy, and enhances America's economic competitiveness.

These commitments guide the University in its provision of student support services, programs, and activities. In Fall 2014, the total student enrollment [2] at TTU was 11,339 with 10,314 undergraduate students and 1,025 graduate students. Undergraduate demographics include 5,846 male; 4,468 female; and 767 racial/ethnic minorities. Graduate demographics include 441 male, 584 female, and 836 racial/ethnic minorities. The University enrolls students across six colleges and the Whitson-Hester School of Nursing at all levels of education: undergraduate, master's/specialist, and doctoral, and it offers a comprehensive mix of degree programs.

All students have access to student services via TTU's online resources. These services provide students with all the functionality of an on-campus experience with the convenience and 24/7 access of an online environment. Included are the virtual bookstore, library services, career services, virtual tutoring, advising, and other services that are available at TTU and through the TBR Regents Online Degree Programs (RODP). These distance and online services are included in the explanation of the specific services addressed below.

The student programs, services, and activities presented in this standard demonstrate support and consistency with the mission of the University. The Organizational Chart [3] depicts the reporting structure at the University. Under this model, the offices of Student Affairs, Academic Affairs, and the respective colleges/school and departments primarily administer and manage the student services, programs, and activities across the University. The following program descriptions are listed by University division and describe the contributions of each to student success and development. The support programs, services, and activities described below are not exhaustive of all offerings available to students. Rather, this response highlights a large number of services provided to demonstrate

compliance with this standard.

Student Affairs

Many different types of student support services are decentralized across the University among departments primarily in the office of Student Affairs [4]. The following are examples of services and programs offered through Student Affairs.

Multicultural Affairs. The Multicultural Affairs Office [5] provides personal, cultural, social, and academic support primarily for domestic minority students. The Office of Multicultural Affairs promotes programs designed to encourage cultural awareness as well as educational opportunities outside the classroom, tutoring, academic counseling, scholarship information, and internships to improve academic performance, a library, and computer lab designed to maximize the personal and academic development of minority students. The particular student support services offered through Multicultural Affairs speaks to TTU's mission of commitment to an inclusive and diverse campus.

Dean of Students. The Dean of Students Office [6] provides programs and services that enrich the quality of student life and enhance and complement the academic mission of TTU by providing leadership and administrative direction to the Office of Judicial Affairs, Roaden University Center Services, and Student Activities and Campus Life; helping establish and enforce the community standards of the University; and responding to the concerns of students, faculty, staff, parents, and the community pertaining to student life at the University.

Student Activities and Campus Life. Membership in student organizations [7] offers students an avenue to put the knowledge and skills they have learned in the classroom to use in a practical environment. Student organizations cultivate leadership skills, provide professional networking opportunities and experiences, and promote long-lasting friendships, all of which are important both in college and in the job market. TTU offers approximately 220 registered student organizations. The Student Government Association (SGA) [8] is one such organization that represents the student body and voices their concerns to the administration on campus. Students can find senators' contact information on the SGA website. Student government on campus is comprised of three branches: executive, legislative, and judicial. The Office of Greek Life [9] provides advisement, oversight, and resources to TTU's social Greek organizations and their governing councils. Greek organizations are values-based, student-driven organizations that provide four major opportunities: leadership, scholarship, service, and friendship. Also coordinated through Student Activities and Campus Life, the Service Center [10] incorporates community work into curricula, giving students real-world learning experiences that enhance their academic learning while providing a tangible benefit to the community. In relation to the mission of the University, service learning has become integrated into University culture with a centralized office to coordinate efforts across campus and provide the most up-to-date resources to faculty engaging students in service as well as to organizations and departments that engage students in regular service activities outside the classroom.

Disability Services. Office of Disability Service [11] professionals, consistent with the institution's mission, are committed to ensuring equal access for all qualifying individuals to TTU's academic and physical environments and are 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.

Student Development. Three offices fall under Student Development: the Counseling Center [12], Orientation and Student Success [13], and Residential Life [14]. Programs, services, and activities offered through these offices are aligned with the University's mission, specifically its commitment to student life and success as well as students' personal growth.

Campus Recreation and Fitness Center. Campus Recreation [15] assists in the development and education of the whole person by providing comprehensive fitness, recreation, and life-long wellness habits in a state-of-the-art facility. This wide variety of programs provides opportunities to develop an individual's positive self-esteem, develop new and lasting relationships with others, as well as improved and effective communication and leadership skills.

Academic Affairs

The various departments within Academic Affairs [16] also coordinate student support programs, services, and activities consistent with the University's mission. The following are examples of services and programs offered through Academic Affairs.

Academic Support. This division of Academic Affairs offers the following programs, services, and activities intended to promote student learning and enhance student development consistent with the institution's mission: Career Services, Honors Program, and International Education.

Career Services. Career Services [17] assists students in meeting their professional career objectives. Students are encouraged to visit in their first or second year. Career Services will help them make and re-evaluate career decisions, set realistic goals, and develop strategies to achieve career goals, including providing students with access to hundreds of entry-level positions. Career Services provides online virtual career counseling services to all on-campus and off-campus students and alumni. Students have access to a virtual "mock" interview system that allows them to practice interview questions, record interview responses, and seek out tips/advice from the online career coach. More than 1,000 students accessed the virtual interview system in 2012. In addition, career advice videos are available 24/7 via the website and TTU produced videos. TTU Career Services provides 24/7 student access to an online job posting and an interview-scheduling system that allows students to see all available jobs posted by TTU employers as well as jobs posted by employers throughout the United States. Students may also apply for jobs and schedule on-campus or telephone/SKYPE interviews through this system. Several times per year, major-specific virtual career fairs are linked through the system to allow students access to these events in a virtual environment.

Honors Program. The Honors Program [18] at TTU helps students to ask more penetrating questions in all aspects of life. Working with a supportive community of thinkers, the program is intended to support students who strive to serve the world more deeply through a commitment to continued growth, leadership, and thoughtfulness, all of which parallel TTU's mission to engage in scholarly activity, research, creative endeavors, and more.

International Education. One of TTU's goals is to improve institutional performance on behalf of internationalization and intercultural relations and to ensure that all graduates gain the knowledge, perspectives, and skills necessary to succeed in today's complex, pluralistic world. The Office of International Education [19] provides admissions services to all international and permanent resident undergraduates. It also provides international students and other visiting scholars with immigration services. In addition, International Studies Abroad (ISA) coordinates study-abroad programs for all TTU students.

Angelo and Jennette Volpe Library and Learning Commons. The TTU Volpe Library [20] strives to be the primary source for information sources and services for both on- and off-campus students and faculty. The library website is available to all University stakeholders and provides access to online resources and print. Any materials not available in print or online through library databases are available free of charge to students and faculty through ILLiad (the library's interlibrary loan service) primarily through digital content delivered to the requester's computer. Access to hundreds of university libraries' print and online collections is through ILLiad.

The library provides resources and services to support students and faculty in their information and research needs and to support the degrees, disciplines, and teaching efforts of the University. Librarians assist distance students through the Ask a Librarian web chat service available from multiple library Web pages, including from within databases. This provides a virtual librarian help desk available from the library website in a text message, question-and-answer format. Librarians are available by email and telephone. The library has a dedicated distance learning librarian to assess and ensure that distance students receive access to services and resources that on-campus students receive. Document delivery service from library staff provides on-demand delivery of print books and print journal articles. The Volpe Library provides a variety of programs, services, and activities consistent with the institution's mission, particularly to enrich students' educational experiences. The Learning Support

Program and Tutoring services are coordinated through the Volpe Library.

Learning Support Program. TTU's Learning Support Program [21] provides academic support through co-requisite labs in mathematics and English. In addition to the co-requisite labs, the Learning Support Program also provides walk-in or scheduled tutorials for freshman- and sophomore-level classes, which emphasize mathematics, writing, and reading.

Tutoring. All University tutoring services [22] are coordinated through the Angelo and Jennette Volpe Library. Tutoring is available for accounting, chemistry, computer science, foreign language, mathematics, writing, and reading in addition to presentation coaching and examination preparation for licensure exams such as Praxis. Learning villages tutoring is similarly coordinated through the library.

Enrollment Management and Student Success. University student support opportunities begin with recruitment and admissions, continue through undergraduate and graduate education, and extend beyond graduation. The University's commitment to life-long success of students through high quality learning experiences is fostered through Enrollment Management. The Office of Enrollment Management and Student Success [23] provides guidance to help ensure academic success for students and oversees Academic Services, Advisement Services, Financial Aid, Military and Veterans Affairs, Office of the Registrar, Retention Services, Scholarships, and Undergraduate Admissions.

Financial Aid. TTU's Student Financial Aid Office [24] serves as a central point of reference for students who need assistance with college expenses. The Financial Aid office assists students in identifying programs of financial aid that are appropriate to their specific situations. About 86 percent of all students at TTU receive some type of financial aid from a variety of sources such as federal, state, university, and private funds. Included are scholarships, grants, loans, student employment, and assorted other awards and benefits. Students taking online courses (RODP or distance learning) are eligible for financial aid as long as they are admitted to a degree-seeking program and are otherwise eligible in regard to satisfactory academic progress. These students would fall under the same guidelines as any on-campus student.

Retention Services. Retention Services [25] provides numerous services to help ensure student success, especially student transition to college life. This office also coordinates support for several additional retention and student success programs such as the Flight Path Attendance Initiative and University Connections, to name a few.

Special Programs. This division of Academic Affairs offers the following programs, services, and activities for student support: Army ROTC, Undergraduate Research, UNIV 1020 First-Year Connections, and the Women's Center.

Army ROTC. Along with leadership training, Army ROTC [26] offers merit-based scholarships that can pay up to the full cost of tuition and open educational opportunities. Because Army ROTC is an elective, students may participate in their freshman and sophomore years without any obligation to join the Army. Students will have a college student experience like everyone else on campus, but when they graduate, they will be commissioned as officers in the Army. Army ROTC prepares students for success in a global economy consistent with the institution's mission.

Undergraduate Research and Creative Activity Grants Program. Undergraduate research [27] is a student-faculty collaborative to examine, create, and share new knowledge and the body of work in ways commensurate with practices in the discipline. Incentives are awards of mini-grants for the academic year, summer grants with stipends, and travel grants for students and faculty. In this initiative, students are directed by faculty as a sole investigator or a member of a research team conducting a study, internal or external to the University. Consistent with the institution's mission, this particular program aligns with TTU's commitment to scholarly activity and research engagement.

First-Year Connections. University 1020 [28], First-Year Connections, is a course specially designed to help students build the academic, social, and professional connections they will need for a successful college career. In this one credit-hour course, students will be introduced to an assortment of University services, academic skills, and friendships that will make their adjustment to the vibrant life

of campus much easier. Beginning in Fall 2010, most University 1020 sections included an undergraduate student mentor who followed the members of each section all the way through the end of the spring semester.

Women's Center. The TTU Women's Center [29] strives to empower women in the student body, on the faculty, and on the staff of the University through education, the dissemination of information, and consultation. This includes coordinating and collaborating with other areas of the University to provide a range of services that will enhance the lives of women within the University and the larger society. The Center advocates for women to address issues that will improve the lives of women and men. The TTU Women's Center has a vast supply of resources available for checkout to all students, faculty, and staff.

College Programs, Services, Activities

All colleges provide student support services specific to their student populations. Many colleges provide student support services focused on advising and on academic and career development while other programs address students' personal development and extracurricular needs. One avenue through which students are supported is iLearn [30], TTU's integrated, online learning management system via a Desire2Learn platform. iLearn is available to all students and faculty who take part in both distance and face-to-face learning, and it provides a unified space for participants to discuss class topics, post feedback and assessment, and exchange documents. The system provides step-by-step instructions on how to use email, dropbox, discussion boards, the calendar, and technical information via an online orientation. This online learning environment gives students in distance-learning settings an opportunity to achieve the same rich, classroom experience that all TTU students receive on campus. The following are examples of services and programs offered through the colleges and the Whitson-Hester School of Nursing.

Advising Centers and Student Success Centers. Advising and Student Success Centers [31] serve undergraduate students. Whether they need minimal assistance or more comprehensive support as they begin their college career, the Student Success Centers are committed to helping students achieve their potential. The director of Advisement Services helps to coordinate University-wide efforts of student success. All colleges and the Whitson-Hester School of Nursing have student success centers to provide students the support, encouragement, and resources necessary to develop meaningful educational plans, access University resources and opportunities, and take responsibility for their own development and success. Advisement for distance education students is arranged through the Student Success Centers. All students are notified through email, Twitter, and Facebook of the advising period and are provided with telephone numbers and email addresses of their advisors. Academic advisors use various tools, such as email, phone, Skype, or other social media, to advise online learners. Student Success Centers bolster student success through one-on-one services.

Extended Programs and Regional Development. Engaging the off-campus community with continuing education, outreach, and service programs is one of the main goals of the College of Interdisciplinary Studies. Extended Programs and Regional Development [32] strives to reach beyond the TTU campus by promoting educational, social, economic, civic, and cultural development. This office coordinates distance learning, non-credit online programs, and special events. Extended Programs and Regional Development aspires to be the partner of choice in expanding access to a broad array of high-quality educational alternatives, thus impacting the cultural, economic, and social growth for citizens in TTU's service area with expansion into the global economy. Through distance learning and partnerships with other schools at off-campus locations, the college experience is made accessible to more students.

Learning Resources Center. The Learning Resources Center [33] (LRC) in the College of Education provides students and faculty access to children's library collections, professional collections, textbooks, technology, and a workroom for construction of instructional materials with a dry-mount press and Ellison die-cut press. The textbook collection includes all P-12 textbooks available for adoption in the state of Tennessee. Technology available includes 40 in-house MacBook Pro laptop computers, 100+ MacBook laptops for checkout, 30 digital camcorders, 30 digital still cameras, a class set of 20 iPads, 25 iPads for checkout, 19 iPod Touch devices, and various projectors, speakers,

microphones, and MIDI keyboards. The LRC provides resources on campus in Bartoo Hall as well as 2+2 campuses. TTU provides books, other learning materials, and workroom equipment while the host campus administers the loans. Consistent with the institution's mission, the LRC promotes student learning and development through its innovative offerings.

Living and Learning Villages. The Village [34] concept was conceived to create smaller, more personal groups within the larger University setting, to enhance student-faculty interaction beyond the classroom, and to increase positive student connections within the University. Coordinated by the College of Interdisciplinary Studies, each Village is organized around a common theme and supported by a faculty head (with an office located in the hall) working together with the Assistant Coordinator, the Residential Life staff, and the Village residents. The Faculty Head, hall staff, and students work together to plan programs around their theme and provide a variety of social and educational opportunities to help residents achieve personal growth as well as academic success at TTU.

Student Media. A variety of student media is available through Communications Organizations [35] to support students and provide opportunities to learn new skills and develop new knowledge. *The Oracle*, TTU's student newspaper, is student operated and published nine times each semester. The paper is available in both print and electronic versions. WTTU 88.5, a student-run radio station broadcasts college and independent rock across the Cumberland Plateau, 24 hours a day. TTU's yearbook, *The Eagle*, is published on a print-on-demand basis each spring by a student-operated staff. *Homespun* [36], the student literary magazine of TTU supported by the English Department, publishes a variety of the best poetry, fiction, creative nonfiction, drama, and other creative work submitted by the students and alumni of TTU. A broad array of extracurricular activities integral to student life and success is made possible in part through these media endeavors.

Research and Economic Development

The Office of Research and Economic Development [37] promotes research, scholarship, and creative activities that engage faculty, students, and external partners.

The Office provides a portfolio of student support programs, services, and activities to encourage scholarly development through interactive engagement in research-based learning and discovery such as offering workshops for NSF graduate research fellowships and more. The Annual Student Research Day [38] provides a forum for undergraduate and graduate students under the guidance of faculty to engage in investigative research and articulate findings through poster presentations. As part of Research and Economic Development, the Millard Oakley STEM Center [39] supports innovative teaching and dynamic learning in science, technology, engineering, and mathematics. The Oakley STEM Center enriches P-16 student STEM learning with hands-on inquiry, enhances the STEM preparation of new and practicing P-16 teachers, models innovative instructional design and learning environments, conducts rigorous STEM education research, and collaborates with industry and organizations to strengthen STEM education initiatives across the region, state, and nation.

Bookstore

Students may purchase textbooks and course materials from the TTU online bookstore [40]. Students simply select the program, term, department, and course, and they are instantly provided with the required course materials. Students may check their textbook condition preference, view their shopping cart, and securely check out. An extensive Help/FAQ section is available. Moreover, the bookstore provides other items pertinent to student support, such as stationery items, toiletry items, snacks, pleasure reading books, collegiate ware, and more.

Regents Online Degree Program and Services

The Regents Online Degree Program [41] (RODP) is offered through a consortium of the six universities and 13 community colleges in the Tennessee Board of Regents (TBR) system. The consortium model allows the universities in the TBR system to share their most valuable resources to enrich program offerings. All RODP courses are delivered entirely online via Desire2Learn and the eLearn learning system. An RODP contact person is available on TTU's campus who can connect students and faculty to

any support services they need. Students enrolled in TTU via RODP have access to all student support services available online. The RODP offers Virtual Student Services [42] including a bookstore, library, and tutoring to ensure students receive the necessary support and services for academic success. The RODP also provides Student Disability Services [43].

Conclusion

TTU recognizes the importance of student learning and development. In the context of its mission, the University provides a wide range of support programs, services, and activities to all students on- and off-campus and those enrolled in distance education. Therefore, TTU is in compliance with Core Requirement 2.10.

Sources

-  [01] TTU Mission and Vision
-  [02] Enrollment by Classification Racial Ethnic Group and Gender Fall 2014
-  [03] Organization Chart for TTU July 2014
-  [04] Office of Student Affairs
-  [05] Multicultural Affairs
-  [06] Dean of Students
-  [07] Student Organizations
-  [08] Student Government Association
-  [09] Greek Life
-  [10] TTU Service Center
-  [11] Disability Services
-  [12] Counseling Center
-  [13] Orientation and Student Success
-  [14] Residential Life
-  [15] Campus Recreation
-  [16] Office of the Provost
-  [17] Career Services
-  [18] Honors Program
-  [19] International Education
-  [20] Angelo and Jennette Volpe Library
-  [21] Learning Support Program
-  [22] Tutoring
-  [23] Enrollment Management
-  [24] Financial Aid
-  [25] Retention Services

-  [26] Army ROTC
-  [27] Undergraduate Research Program
-  [28] University Connections
-  [29] Womens Center
-  [30] iLearn
-  [31] Student Success Centers
-  [32] Extended Programs and Regional Development
-  [33] Learning Resources Center
-  [34] Living and Learning Villages
-  [35] Communication Organizations
-  [36] Homespun
-  [37] Research and Economic Development
-  [38] Research Day
-  [39] Millard Oakley STEM Center
-  [40] Bookstore
-  [41] RODP
-  [42] RODP Virtual Student Services
-  [43] RODPT Student Disability Services