

Austin College Access Network



Student Success Practitioners Handbook 2015-2016

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The Austin College Access Network

The Austin College Access Network (ACAN) is a coalition of community-based organizations (CBOs), local higher education institutions (IHEs), school districts, the region's education service center, and other organizations committed to promoting college-going and completion cultures. Members are committed to helping first generation and traditionally under-represented students successfully complete high school, enroll in higher education, and earn a credential. The coalition is chaired by the nonprofit College Forward and is facilitated by E3 Alliance as one of its collective impact initiatives for educational alignment in Central Texas. Strategic priorities and performance measures codified in the ACAN Charter support the regional student performance targets of *The Blueprint for Educational Change™* to improve high school graduation, college enrollment, and college completion rates for students throughout the region.

Our Purpose

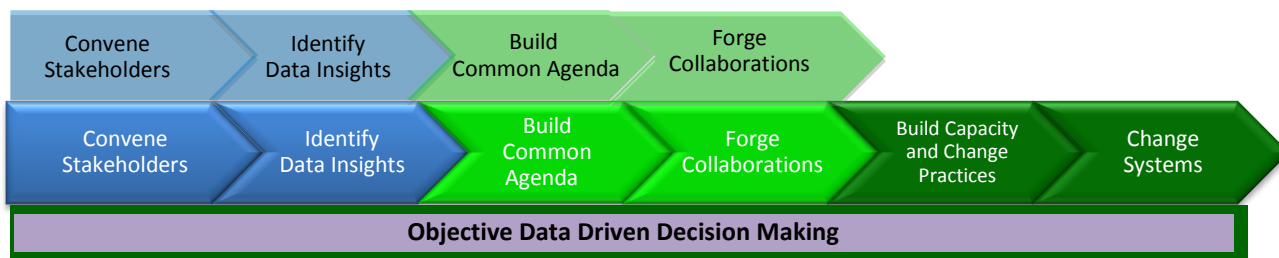
The purpose of ACAN is to develop and strengthen the network of service providers, district college-readiness personnel, and college student services practitioners with the mission to develop the capacity of member organizations to increase postsecondary success for underserved students—starting as early as middle school—ensuring that all students in Central Texas achieve postsecondary success.

Members

ACAN members include: **Austin Partners in Education, Breakthrough Austin, College Forward, Communities In Schools, Con Mi MADRE, Hispanic Scholarship Consortium, KIPP Austin** and **E3 Alliance**. Additional organizations that collaborate through the Network include: The Ray Marshall Center, Education Service Center Region 13, GenTx, Advise TX, TG, Austin Community College, Concordia University, Huston-Tillotson University, Southwestern University, St. Edward's University, Texas State University, Texas A&M University, and The University of Texas at Austin.

Regional Approach to Educational Alignment

ACAN's **Theory of Change** begins with **data insights** used to identify key issues, create a **common agenda**, and point to practices that will raise achievement and outcomes for all students regardless of whether they are program participants. These change practices both generate and are generated by relationships that build both inter-organizational trust and communication that can lead to long-term **systems change** through **policy change that occurs at the institutional and community levels**. The illustration below of our collective impact model shows how collaboration has led to both tactical accomplishments and systems change across the region. We have entered a second cycle of collective impact, which has enabled the deeper focus on capacity building.



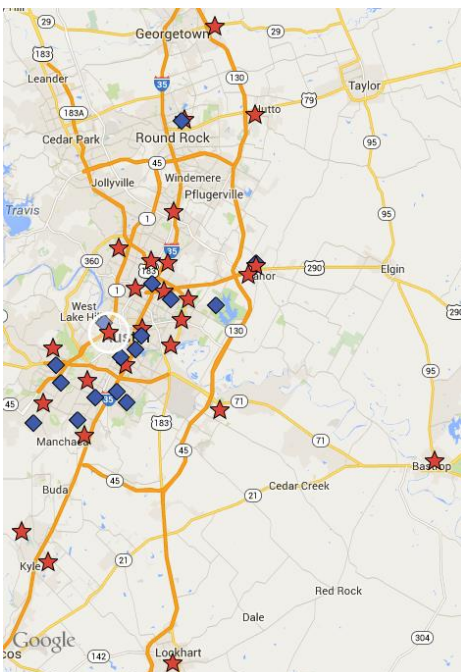
Scope of Impact

ACAN organizations provide direct college access and success services to nearly **8,000 students**, grades 6 through college completion and into career entry. ACAN students are served in **27 high schools** and **16 middle schools** in 11 districts across Central Texas. Direct services include: academic support, college preparation and planning, parental support and outreach, higher education persistence support, and case management.

This collaborative effort leverages a regional approach to improve students' education attainment by building cross-sector/cross-institution partnerships among colleges and universities, school districts and community-based organizations to broadly share best practices, optimize resources and improve communication. These partnerships, in turn, *build systemic capacity to increase student access to, persistence, and success in higher education.*



ACAN Distribution of Services 2015-16



Map: stars – high schools, diamonds – middle schools

Since launching in 2008, ACAN partners have:

1. Added over 5,500 low income and first generation students to their programs.
2. Helped to cultivate critical **community partnerships** to leverage resources.
3. Developed the state's first regional strategic plan to increase college student persistence.
4. Launched the first cross-sector student support service coalition of regional higher education institutions and community organizations; Membership to the **Student Success Practitioner's Council** is open to all organizations.
5. Developed the state's first **College Guide to Advising Immigrant Students** and conducted workshops with participants from 23 high schools, 8 school districts and 22 community organizations.
6. Established the first **student tracking protocol** that identified **common definitions of access and persistence** with matched cohorts to monitor results and conduct longitudinal evaluations to improve program effectiveness.
7. Conducted an independent program evaluation of ACAN participant outcomes, as compared to demographically and academically similar students not receiving ACAN services, focused on college access rates and first-year persistence rates. **This matched-cohort study is one of only a handful of studies with this level of rigor in the nation.** Study findings led to renewed emphasis on improving persistence and transfer success.
8. Developed **four professional development workshops** that are free to high school and college counselors: College Advising for Undocumented Students; Fresh Start: Successfully Transitioning from High School/GED to College; The New TSI Assessment; and Aligning Coursework with Targeted Occupations in Central Texas.
9. Developed state's first **regional college access charter** in 2014 to support capacity-building efforts.
10. Created a regional common agenda through a **shared commitment and shared strategic priorities** with a commitment to report out **common student performance measures** as a single ACAN entity for students directly served by ACAN member organizations.
11. Hired a **Student Support Lead** at Austin Community College for 2014-15 to deepen services for ACAN students.
12. Implemented the **state's first FERPA-compliant student data release waiver and Protocol for Shared Supportive Intervention** in 2015 enabling community organizations and institutions of higher education to communicate with one another about the students they share. Participating institutions include Austin Community College District, Texas State University, Concordia University and St. Edward's University.
13. Launched **Central Texas College Signing Day on May 1st, 2015** with 24 participating high schools, 8 school districts and 7 institutions of higher education participating.

What's Next for ACAN?

1. The Student Success Practitioner's Council are **piloting one of the first near-to-peer networks across institutions in the country**—helping students successfully transfer from ACC to Texas State University.
2. ACAN member organizations will work with Austin Community College and Texas State University to **develop a system of real-time supports**. ACAN seeks to implement a “common” regional FERPA-compliant release to enable **study of transfer success among ACAN students exiting ACC to enroll in local 4-year institutions**.
3. Collaborate with the **Austin Opportunity Youth Collaborative** to share promising practices and to integrate AOYC's community-based organizations into the *Protocol for Shared Supportive Intervention*.
4. Integrate and seek opportunities to deepen and customize student supports for ACAN students through integration and recruitment into ACC's First Year Experience.

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Student Success Practitioners Council Subcommittee Roster

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ACAN Points of Contact 2014-15 - Continued

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ACAN Points of Contact 2014-15 - Continued

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Austin Community College: ACAN Advisors/Counselors

ACAN students at ACC are encouraged to meet with an ACAN advisor/counselor. See the *ACAN Protocol for Shared Supportive Intervention* for information about the advising/counseling process. When ACAN students visit an ACC campus for advising the Student Services intake staff automatically schedules them with an ACAN advisor/counselor. ACAN students have direct access to Support Center advising, counseling and case management services and the *primary ACAN advisor/counselor* at each campus is the Special Populations Specialist.

Name	Position	Location	Phone	Email
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Mike Gibbs	Special Populations Specialist	ACC—South Austin	512-223-9161	michael.gibbs@austincc.edu
Other ACAN Advisors/Counselors				
Guadalupe Mendoza	Counselor	ACC—Hays	512-223-6527	gmendoza@austincc.edu
Nelda Walker	Advising Specialist	ACC—Northridge	512-223-4939	nwalker1@austincc.edu
Joe Ramirez	Advising Specialist	ACC—Pinnacle	512-223-8093	jramire3@austincc.edu
Vidal Almanza	Advising Specialist	ACC—Riverside	512-223- 6404	vman@austincc.edu
Jamie Powell	Advising Supervisor	ACC—Round Rock	512-223-0043	jpowell3@austincc.edu
Diana Hernandez-Quinonez	Advising Supervisor	ACC—South Austin	512-223-9160	dhdz@austincc.edu

Note: Currently, there is not a Support Center counselor/specialist at the Rio Grande campus. ACAN students are encouraged to seek advising/counseling at another ACC campus, if possible.

Austin Community College: Student Support Services

Program/Service Name	Service Description	Contact	Link
Academic Advising and Counseling	Student Services advisors and counselors are available to students on a walk-in basis. They can assist with academic difficulties, college skills, university transfer preparation and major and career planning.	Academic advisors & counselors located in the Student Services area at each campus (see link for campus-level contacts)	austincc.edu/support-and-services/services-for-students/academic-advising
Academic Standards of Progress	To maintain good academic standing, students must achieve a cumulative 50% credit completion and 2.0 GPA. Each successive semester below these standards results in an escalation of intervention. Also see "Holds" section in this table.	Help Center: 512-223-4636 helpdesk@austincc.edu	austincc.edu/support/advising/progress.php
Admissions & Records	Students must submit many of the documents required during their enrollment (see "Enrollment Steps" in this table). Also see "Holds" section in this table.	Help Center: 512-223-4636 helpdesk@austincc.edu	austincc.edu/campus-contacts?field_contact_office_or_dept_value%5B%5D=Admissions+%26+Records
Career Services	Students may access this service in helping to develop a major. Students will be required to meet with a counselor if they have not declared a major.		austincc.edu/career/
Degree Map	Degree Map is available to students as a user-friendly online degree planning tool that can be used to compare majors, GPA, current and previous courses and student progress, among other things.	Students may access their Degree Map by logging in to Online Services (see link) and selecting Degree Map under the Academic Planning section on that page.	austincc.edu/online-services
Distance Learning	Distance Learning support is designed to help students obtain helpful information and quickly access resources for this flexible way to take credit classes.	512-223-7701 outreach@austincc.edu	dl.austincc.edu
Dual Credit (and Early College Start)	Austin Community College enrolls eligible high school students through the Early College Start program, allowing them to take up to two college courses per semester while still in high school. Courses may be taken at any ACC campus, ACC center, online, or at high school campuses if available.	Mison Zuniga Director, Early College Start ecs@austincc.edu 512-223-7063	austincc.edu/ecs
Enrollment	<i>Destination: ACC</i> , your map to begin taking credit classes at Austin Community College. Follow the enrollment steps (linked in right column) to become an ACC student.	Questions? Contact the Help Center: 512-223-4636 helpdesk@austincc.edu	austincc.edu/apply
Evening Childcare	ACC offers an evening childcare program for children (Ages 2-10) of ACC students who are taking evening classes. The children have access to activities and materials they can explore under the guidance of our trained and friendly staff. A healthy snack is provided.	Lesli Sparkman-Williams Evening Care Coordinator 512-223-5200 lsarkma@austincc.edu Loc: Eastview Children's Lab School, Bldg. 5000	austincc.edu/support-and-services/services-for-students/student-support-programs/evening-childcare

Austin Community College: Student Support Services

Program/Service Name	Service Description	Contact	Link
First Year Experience (FYE)	FYE shows students how to successfully navigate campus resources and encourages participation in college life. FYE is all about making purposeful connections and places special emphasis on each student's first year at ACC. Services include biweekly group tutoring sessions, weekly contacts with peer coaches, career-focused workshops, social events, and progress monitoring and alerts.	<p>Vanessa Malo Student Life Coordinator First Year Experience—TG Grant Program 512-223-7392 vanessa.malo@austincc.edu</p> <p><i>FYE Offices:</i></p> <p>Highland Campus Student Life, Room 2350 512-223-7392</p> <p>Eastview Campus Portable/Room P-111 512-223-5616</p> <p>Riverside Campus Student Services, Room 8115D 512-223-6014</p>	FYE ACAN cohort referral form: goo.gl/forms/5f0HdUXN21
Foster Care Alumni	On-campus foster care champions are eager to provide support and referrals to students who are enrolling at ACC after leaving the foster care system. These peer groups are designed to help create community and provide support.	<p>Contacts are appointed at each campus (see link at right)</p> <p>Jenna Oltman, Admin. Assistant 512-223-5260 joltman@austincc.edu</p>	austincc.edu/support-and-services/services-for-students/student-support-programs/foster-care-alumni/find-an-fca-campus-champion
GPS: Group Planning Session	<p>GPS is a group advising session for new students. GPS introduces the tools needed to register successfully for classes. Also provides information and assistance with determining a major and creating a class schedule. If you're new to ACC, you will attend a group planning session (GPS) before you can register for classes. Bring the following with you:</p> <p>EXCEPTIONS: Students should not sign up for GPS if s/he already has 12 or more college credits and are transferring in good standing, are enrolling through the Early College Start Program, or will be taking ESOL classes. (Attend a one-on-one advising session instead.)</p> <p>See "Enrollment Steps" info provided in this table.</p>	<p>Campus Advising Centers (Student Services)</p> <p>Contact info linked in right column</p>	<p>austincc.edu/support-and-services/services-for-students/academic-advising</p> <p>austincc.edu/apply</p>
Holds	A student hold may prevent students from registering for classes. See the chart linked in the right column for common holds.	<p>Help Center: 512-223-4636 helpdesk@austincc.edu</p>	Common holds: austincc.edu/apply-and-register/registration-steps/clear-student-holds

Austin Community College: Student Support Services

Program/Service Name	Service Description	Contact	Link
Learning Labs	ACC offers tutoring and rooms for group student through this service. Learning lab technicians offer one hour sessions to orient students to various online tools. Tutoring is free to students for ACC courses in which they are currently enrolled. One-on-one tutoring sessions are available on a first-come, first-served basis.	See link in right column for campus Learning Lab phone numbers, hours and locations.	austincc.edu/support-and-services/tutoring-and-academic-help/tutoring-services-and-schedules
Men of Color	The Men of Color (MOC) program is designed to provide institutional support and encourage success for men of color by providing a network of resources that focuses on recruitment, retention, and graduation.	Jarrell McCulla Program Coordinator 512-223-5664 jmcculla@austincc.edu	austincc.edu/moc/
Online Services	Students may register, add, or drop classes, manage tuition payments and financial aid, run degree audits for declared and speculative majors, and view their class schedule, grades, transcript, and advising history.	N/A	austincc.edu/online-services
Orientation (required)	The Orientation Program (TOP) is required for all first-time in college students or they are not permitted to register. <i>Orientation is now online only.</i> See “Enrollment Steps” info provided in this table.	N/A	austincc.edu/apply
Scholarship Opportunities	Scholarships are available from a wide variety of sources, and many are reserved specifically for ACC students.	Help Center: 512-223-4636 helpdesk@austincc.edu	austincc.edu/scholarships
Student Accessibility Services & Assistive Technology	There is a Student Accessibility Services (SAS) office at each campus. Once a student qualifies for services, SAS staff meets with him/her to determine reasonable, appropriate, and effective accommodations based on the courses in which she/he is enrolled and the disability.	SAS contact information for each campus is available at link (scroll down on webpage)	austincc.edu/support-and-services/services-for-students/disability-services-and-assistive-technology
Service Learning Program	A teaching and learning strategy that integrates meaningful community service with instruction and reflection to enrich the learning experience, teach civic responsibility, and strengthen communities.	Lillian Huerta SLP Director servicelearning@austincc.edu 512-223-3775	austincc.edu/support-and-services/student-experience-and-community/community-service/service-learning
Student Life	Student Life hosts annual events and activities and offers a variety of student organizations to promote student engagement.	Student Life contact information for each campus is available at link provided in right column (scroll down on webpage)	Student Life: austincc.edu/support-and-services/student-experience-and-community/student-life Student Organization Directory: https://austincc.collegiatelink.net/organizations
Student Skills Workshops	ACC offers free online workshops on topics like note-taking, testing, and stress and time management.	N/A	austincc.edu/degrees-and-certificates/find-classes/student-skills-workshops

Austin Community College: Student Support Services

Program/Service Name	Service Description	Contact	Link
Supplemental Instruction	This "peer" study group model helps students improve their grades. This service will continue to be expanded, focusing on gateway and high attrition courses.	Courses are offered throughout the ACC District. See page linked in right column for current and upcoming course listings. Mary Gilmer Supplemental Instruction Supervisor mgilmer@austincc.edu 512-223- 0175	austincc.edu/support-and-services/tutoring-and-academic-help/supplemental-instruction/course-sections
Support Center	The Support Center provides financial and counseling support for eligible students, including educational planning, goal setting and follow-through, and assistance paying for child card and textbooks. Although there are usually eligibility requirements to access Support Center services, ACAN students are automatically eligible once they are tagged in the ACC system as ACAN students. See ACAN Protocol for Shared Supportive Intervention for additional information.	Support Center contact information is listed earlier in this document in the ACC: ACAN Advisors/Counselors section.	austincc.edu/support-and-services/services-for-students/student-support-programs/support-center

Austin Community College: Student Support Services

Program/Service Name	Service Description	Contact	Link
Testing & Assessment Services	<p>ACC offers test administration and assessment services at each campus. Assessments offered include the TSI Assessment, course readiness assessment and challenge exams & credit by examination.</p> <p>Pre-assessment activity (PAA): Students must take the PAA online (linked in right column) before taking the TSI to determine TSI status and any testing needs</p> <p>See “Enrollment Steps” info provided in this table.</p>	<p>Campus Testing Centers:</p> <p>Cypress Creek – Don Bradley 512-223-2075 cyptest@austincc.edu</p> <p>Eastview – James Merrifield 512-223-5145 evctest@austincc.edu</p> <p>Elgin – Henry Lead 512-223-9420 egntest@austincc.edu</p> <p>Hays – Holly Delacroix-Derouen 512-223-6896 hystest@austincc.edu</p> <p>Highland – Gary Fisher 512-223-7400 hlctest@austincc.edu</p> <p>Northridge – Sharon Williams 512-223-4735 nrgtest@austincc.edu</p> <p>Pinnacle – Johnny Bui 512-223-8002 pintest@austincc.edu</p> <p>Rio Grande – June Brannan 512-223-3164 rgctest@austincc.edu</p> <p>Riverside – Connie Wasson 512-223-6242 rvstest@austincc.edu</p> <p>Round Rock – Raja Faris 512-223-0142 rrctest@austincc.edu</p> <p>South Austin – Bethann Avery 512-223-9240 sactest@austincc.edu</p>	<p>austincc.edu/support-and-services/services-for-students/testing-services</p> <p>PAA: austincc.edu/support-and-services/services-for-students/testing-services/tsi-assessment</p> <p>Enrollment steps: austincc.edu/apply</p>
Transfer Academy	<p>The Transfer Academy helps students transfer to a 4-year university or college through a series of free workshops and events. All current and former ACC students interested in transferring are encouraged to attend. All students who indicate on their Education Plan an intent to transfer are invited to receive support from the academy, which includes: preparation, meeting university reps, GPA and credit requirements.</p>	<p>George Reyes Hays Campus Student Services Dean 512-262-6525 rey@austincc.edu</p>	<p>austincc.edu/degrees-and-certificates/earn-a-degree-and-transfer/prepare-for-transfer/transfer-academy</p>

Concordia University: Student Support Services

Program/Service Name	Service Description	Contact	Link
Academic Resources	Online tutoring, peer tutoring, study skills and time management counseling	Ruth Cooper Student Success Center Director 512-313-5031	concordia.edu/successcenter
Counseling Services	includes brief therapy with a licensed professional counselor and/or referral to appropriate community resources	Ann-Marie Ferrera Counselor 512-313-5032	concordia.edu/successcenter
Academic Accommodations	Includes support for students with documented disabilities.	Ruth Cooper Student Success Center Director 512-313-5031	concordia.edu/successcenter
Career Services	Assist students at all levels with exploring career options and making a successful transition to the workforce.	Randa Scott Career Services Director 512-313-5041	concordia.edu/careerservices
Writing Center	<i>Where unprepared writers prepare, prepared writers advance, and advanced writers excel.</i>	Brandy Alba English Professor 512-313-5415	concordia.edu/successcenter
Student Central	Assists traditional undergraduate students with any questions or problems regarding financial aid, registration, student accounts, and any other area to improve a student's college experience	KC Pospisil Student Central Director 512-313-4703	concordia.edu/studentcentral

Huston-Tillotson University: Student Support Services

Program/Service Name	Service Description	Contact	Link
Advancement Via Individual Determination (AVID)	College readiness system designed to increase college performance. Offers support in study skills, time management, learning strategies.	Ericka D. Jones Center for Academic Excellence Director edjones@htu.edu 512-505-3040	htu.edu/academics/special-programs/cae
Center for Academic Excellence (CAE)	<p>The Center for Academic Excellence houses retention services, academic support, Peer Learning Consultants (PLCs), and the First Year Experience Program.</p> <p>PLCs assist in various areas of student academic support such as:</p> <p><u>Freshman Mentoring</u> – PLCs are assigned a First Year Seminar (FYS) class to mentor. As mentors, they coordinate study sessions in which they help freshman students develop effective learning strategies.</p> <p><u>Supplemental Instruction</u> – The PLCs are also teaching assistants for FYS, developmental English (ENGL0313), and developmental math (MATH0330 and MATH 0330Q).</p> <p>CAE Learning Lab Tutoring – The PLCs serve students that require assistance in the lab for tutoring, effective learning strategies and study skills.</p> <p><u>Probationary Students</u> – The PLCs have been assigned probationary students that they meet regularly to tutor, mentor, and monitor the progress of their academic development.</p>	Ericka D. Jones Center for Academic Excellence Director edjones@htu.edu 512-505-3040	htu.edu/academics/special-programs/cae
First Year Experience	<p><u>The First Year Experience Program</u> is responsible for coordinating the overall freshman experience. This includes: orientation, curricular development, co-curricular events, mentorship, and academic alert.</p> <p><u>Freshman Seminar</u> – All freshmen are required to take a second semester of Freshman seminar in order to continue their transition from high school with in a nurturing environment that focuses on topics that, according to best practices, contribute to student academic success in the freshman year. The curriculum is also in the process of revision. The revisions will accommodate the need for more in-depth, fluent content that challenges the student to reflect on their educational experiences, think critically and creatively about what it means to be educated, what it means to be HT, and how to develop effective learning strategies that will improve their academic trajectory at HT.</p> <p><u>Co-Curricular Events</u> promote learning outside the classroom and develop students holistically.</p> <p><u>Mentor ship</u> – The PLCs roles and responsibilities have shifted over the last year to include more mentoring. The PLCs have been assigned a group of freshman that they meet with weekly in FYS class and study sessions. This semester, although they will not host mandatory study sessions, they will continue to provide opportunities for their mentees to develop effective study habits. They also have been asked to keep an eye on their at-risk (low attendance students) and continue to encourage them to excel.</p>	Ericka D. Jones Center for Academic Excellence Director edjones@htu.edu 512-505-3040	htu.edu/students/first-year-experience

	<p><u>Academic Alert</u> – The FYE coordinator manages the Ram Radar academic early alert software for students. Faculty members submit early alerts to share a concern about a student with the CAE. The CAE conducts an intervention with the support of Freshman Seminar instructors and the PLC mentors. All interventions are documented in the Ram Radar software.</p>		
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St. Edward's University: Student Support Services

Program/Service Name	Service Description	Contact	Link
Academic Counseling and Exploration (ACE)	Utilizing a fully student- centered approach to student development, academic counselors in ACE facilitate the intellect and personal development of freshman, undeclared students, new transfer students and any undergraduate students interested in optimizing their educational experiences. ACE counselors work to enhance academic performance and support progress towards graduation by assisting students who need Academic Counseling, Individual Academic Counseling, Daily Walk in Assistance, Academic Success course and Academic Exploration courses.	Mary Culkin Director of Academic Success ace@stedwards.edu 512-448-8660	think.stedwards.edu/academiccounseling Contacts: think.stedwards.edu/academiccounseling/staff/angelw/kendalls/danam/jennls/angelw/rachelmc/candicef/marya
Academic Support Programs (ASP)	ASP offers a wide range of services for students, including one-on-one peer tutoring, supplemental instruction, academic coaching, and exams for class credit. The ASP assists in developing students' skills and knowledge to achieve both academic success and personal satisfaction. Services also help student set, clarify and achieve academic goals; plan and organize their work and understand course material.	Michael Kinsey Assoc. Director of Academic Support Programs 512-448-8660	http://think.stedwards.edu/academicsupport/
Anchors	Anchors is an interactive program designed to welcome new students into the St. Edward's community by promoting school spirit, campus involvement, and personal growth. Through fun and engaging activities, Anchors provides opportunities for students to: establish lasting relationships with other incoming freshmen, receive support and guidance from current St. Edward's students, explore distinct areas of campus, and interact with Faculty on a personal level.	Marisa Lacey Director of Orientation and Student Transitions anchors@stedwards.edu 512-448-8584	think.stedwards.edu/studentlife/anchors Sign-up: bit.ly/anchors15
Hilltop Mentors	Hilltop Mentors supports the lives of diverse students at St. Edward's through various leadership, mentoring, and group activities. Our goals are to assist students during their transitions into campus life, and to establish relationships that provide encouragement for academic and social growth and exploration.	Marisa Lacey Director of Orientation and Student Transitions hmentors@stedwards.edu 512-448-8422	think.stedwards.edu/studentlife/hilltopmentors Sign up: bit.ly/HilltopMentors2015
Student Disability Services	Student Disability Services offers a variety of services and resources to SEU students with documented disabilities. Services include academic accommodations, study skills (specific to an individual's disability), referral services, and self-advocacy skills.	Kendall Swanson Student Disability Services Director kendalls@stedwards.edu 512-448-8561	think.stedwards.edu/studentdisabilityservices/
Dean of Students	The Dean of Students Office partners with other faculty, staff and students to provide innovative programs and services to enhance academic achievement and development of the whole person. Staff members work with students to empower them, as individuals or in groups, to manage difficult situations through collaboration with other members of the university community, parents and local agencies to support student success and development. The office manages the student conduct and student welfare program.	Steven Pinkenburg Dean of Students, Interim stevep@stedwards.edu 512-448-8408	think.stedwards.edu/deanofstudents/

Health and Counseling Center	HCC provides high quality integrated health, counseling, and wellness services to support our diverse student population in achieving their highest potential. Health services provide care for acute medical conditions as well as assessment and referral for more chronic health conditions. Counseling services provides individual, group, & couples counseling as well as assessment and referral services within a brief model of care. HCC also provides a variety of educational outreach and programming opportunities for students to increase overall wellness. Services are available to all enrolled students. Counseling and Health Services are completely confidential.	Dr. Calvin Kelly Health & Counseling Center Director 512-448-8538 512-448-8686	think.stedwards.edu/healthcounseling/
Career and Professional Development	The Office of Career and Professional Development is dedicated to providing current and former students with the knowledge and opportunities they need to ensure lifelong career success. This is accomplished through multiple services and programs including one on one career advising, resume instruction and review, professional development workshops, career assessments, career development courses, employer networking opportunities, career fairs and job and internship listings.	Raymond Rogers Director of Career Services 512-448-8530	think.stedwards.edu/career seu.careerplan@stedwards.edu
New Student Orientation	Designed to introduce new undergraduate students to the unique experience at St. Edward's University. The orientation is a process made up of intentional programming that integrates students into a new cultural, intellectual and social climate that is grounded in Holy Cross tradition and includes introduction to St. Edward's curriculum, student services and university activities. The program consists also of three tracks, freshman orientation, transfer orientation and parent orientation.	Marissa Lacey Director of Orientation and Student Transitions orientme@stedwards.edu 512-448-8584	http://think.stedwards.edu/orientation/freshmen-orientation-information

Additional Resources

University Guide - <http://think.stedwards.edu/orientation/university-guide>

Student Handbook <http://think.stedwards.edu/deanofstudents/studenthandbook/studenthandbook>

Undergraduate Bulletin - <http://think.stedwards.edu/avpacademicaaffairs/studentbulletins>

Southwestern University: Student Support Services

Program/Service Name	Service Description	Contact	Link
Office of Student Activities	Facilitates learning experiences through participation in student organizations.	--	southwestern.edu/studentlife/support.php
Health Services	Health Services provides care and education to assist students as they learn to take responsibility for their own health and well-being.	--	southwestern.edu/studentlife/support.php
Counseling Services	Provides free, confidential, short term counseling regarding personal issues.	--	southwestern.edu/studentlife/support.php
Center for Academic Success	Offers resources empowering students to achieve academic success. They work with new students to choose the best advisor, offer academic coaching and services for students with disabilities.	--	southwestern.edu/studentlife/support.php
Career Services	Sponsors programs and workshops to help students explore careers and plan, from choosing a major to conducting a job search.	--	southwestern.edu/studentlife/support.php
Service Opportunities	Southwestern students are strongly urged and encouraged to volunteer in the community.	--	southwestern.edu/studentlife/support.php
Dean of Students	The mission of the Dean of Students is to serve students as they manage academic, personal, social, and emotional issues and concerns, represent their legitimate needs to others, and represent the University's interests to them.	--	southwestern.edu/studentlife/support.php

Texas State University: Student Support Services

Program/Service Name	Service Description	Contact	Link
Positive Action with Students (PAWS) Alert	Early warning system for faculty to help identify struggling students; students identified through PAWS are referred to services that offer academic advising, tutoring, counseling, career counseling	Katie Palmer PAWS Alert Coordinator 512-245-5500 kpalmer@txstate.edu	studentsuccess.txstate.edu/programs/Paws-Alert.html
Student Learning Assistance Center	Provides academic support and tutoring for students	Meghan Parker SLAC Coordinator 512-245-2515 mp57@txstate.edu	txstate.edu/slac/ Staff: txstate.edu/slac/about/staff-contacts.html
Money Savvy Cats	Provides online modules and content around financial literacy and management for students.	Kim Davis kim.davis@txstate.edu	vpsa.txstate.edu/moneysavvy
Personalized Academic & Career Exploration (PACE) Center	For freshmen ONLY. Assists students in developing strategies for academic success and helps students gain a better understanding of possible careers. Assistance includes college transition success, course schedule planning and goal-focused academic and personal planning	Dr. Michael Nava nava@txstate.edu 512-245-7223	pace.txstate.edu/
TRiO/Student Support Services	Assists eligible first-generation college students, low-income students, and students with disabilities from all racial and ethnic backgrounds who need academic and other support services to successfully complete their college education	Cheryl McWilliams TRiO/SSS Director 512-245-2275 sssoffice@txstate.edu	sdi.txstate.edu/sss/
Math Tutoring & Computer Lab	Provides free drop-in math tutoring in a personalized atmosphere	512-245-2074	math.txstate.edu/resources/lab.html
Writing Center	Appointment-based in-person and online writing tutoring	512-245-3018 writingctr@txstate.edu	writingcenter.txstate.edu/
Collaborative Learning Center	Free computer lab and tutoring center open to all students in the College of Science and Engineering. Walk-in tutoring covering basic and advanced courses in STEM: biochemistry, biology, chemistry, computer science, engineering, mathematics, physics, and technology	512-245-1674 clc@txstate.edu	hlsamp.cose.txstate.edu/clc/clc-home.html
Counseling Center	Free and confidential services by professional counselors to all currently enrolled Texas State students while classes are in session	512-245-2208	counseling.txstate.edu/
Career Services	Career Counseling, assessment tests, job fairs, resume building and critiquing, classroom and organization presentations, job shadowing	512-245-2645 careerservices@txstate.edu	careerservices.txstate.edu/
Additional Resources			
LBJ Student Center – lbjsc.txstate.edu Alkek Library – library.txstate.edu Retention Management & Planning – studentsuccess.txstate.edu/programs	Student Diversity & Inclusion – sdi.txstate.edu Dean of Students – dos.txstate.edu Housing & Residential Life – reslife.txstate.edu	Student Health Center – counseling.txstate.edu Disability Services – ods.txstate.edu Campus Recreation – campusrecreation.txstate.edu	

University of Texas at Austin Support Services

Program Title	Services	Contact	Link
Sanger Learning Center	UT Austin's main resource for academic support. Individual or drop-in tutoring, study skills training, peer academic coaching, free classes and workshops	Michelle Jewell, Director of SLC michelle.jewell@austin.utexas.edu 512-475-8737	utexas.edu/ugs/slc
Office of Student Financial Services	The Office of Student Financial Services offers financial aid counseling including finding, applying for, and securing grants, scholarships, and loans. They also assist with GRE fee reductions, emergency cash loans, and online tuition loans. Their website supplies links to help students with non-work study employment, Student Veterans Services, and Teaching Assistantships, and Fellowships.	Thomas Melecki Director, SFS tom.melecki@austin.utexas.edu 512-475-6207	finaid.utexas.edu/
Longhorn Scholars Program (LSP)	LSP is a four-year program that serves top students from selected Texas high schools whose graduates have historically been underrepresented at The University of Texas at Austin. Longhorn Scholars Program provides support for the successful transition from high school to college and encourages participation in programs that enrich students' educational experiences and promote lifelong learning. Program components include strategic academic advising, mentoring, leadership development, rigorous academic curriculum options and creating community	Phaedra White Abbott Senior Program Coordinator, Longhorn Scholars Program phaedra@austin.utexas.edu	utexas.edu/ugs/lsp
Gateway Scholars Program	This is a multi-year program designed to facilitate and enhance college transitions and to promote student success. Program components include exclusive scholarship eligibility, monthly social event, academic and career advising, free tutoring for introductory courses, peer mentoring, job and internship opportunities with corporate partners and reserved seats in competitive courses.	Aileen Bumphus, Assist. VP, Longhorn Center for Academic Excellence (LCAE) abumphus@austin.utexas.edu 512-471-1205 Charles Lu, Exec. Dir., LCAE 512-232-4660 lcae@austin.utexas.edu	ddce.utexas.edu/academiccenter/gateway-scholars/
Texas Interdisciplinary Plan (TIP) Scholars	TIP Scholars is a small academic community for first-year students admitted the College of Natural Science at UT Austin. The overall objective is to provide a supportive but challenging environment where successful high school students can continue their excellence as successful college students. Program components include first-year student Academic Peer Mentoring linked courses, along with first-year advising. .	Sue Harkins Asst Dean & Director College of Natural Sci. sharkins@austin.utexas.edu 512-232-1058	https://cns.utexas.edu/tip-scholars
Women in Engineering Program	The WEP is a college student service for all engineering women. The program serves to connect students,	Tricia Berry Director, Women in Engineering	http://www.engr.utexas.edu/wep

	educators, and professionals to the engineering network providing the framework and services women need to advance in engineering. WEP also offers student leadership conferences and seminars to prepare them for the future. The program also focuses on women in their first years in the program with the First Year Initiative and First-Year Interest Group.	Program triciaberry@utexas.edu 512-471-5650	
First-Year Interest Groups	FIG is a group of 18-25 year old students who take 2- 4 classes together during their first fall semester. Each group attends a weekly seminar led by a mentor and staff facilitator. FIGs are created based on student major or department in all of the university's colleges.	fig@austin.utexas.edu FAC 338	http://www.utexas.edu/ugs/fig
Women in Natural Sciences	The program is committed to helping women in the College of Natural Sciences succeed throughout the college. To achieve this goal, the program working with K-12 girls to motivate them toward the sciences, supporting students through mentoring, establishing networking opportunities, and encouraging them to pursue research as an undergrad and also post-grad science education	Elizabeth Morgan WINS Program Coordinator 512-232-1062 PAI 5.35	https://cns.utexas.edu/wins
Health Science Honors Program	The Health Science Scholars Program offers exceptional students an introduction to cutting-edge research and honors curriculum and places them in contact with exceptional students with similar aptitudes and interests. The Capstone Project requires students to create an original body of work through intensive internships, research, community service or other experiential learning opportunities. HSS students have priority access to: dedicated academic advising, honors seminars & courses, health professions advising, freshman research initiatives, and clinical and research internships	Melissa T Goessling Director for College of Natural Sciences Honors Center, Specialist 512-232-1622 mellisa.goessling@austin.utexas.edu	https://cns.utexas.edu/honors/honors-programs-center/health-science-scholars

Disability Services in College

A college's responsibility to students with disabilities is primarily determined by two pieces of civil rights legislation—Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. These laws say that colleges cannot deny admission to an otherwise qualified student or discriminate against him/her. Further, colleges must provide reasonable accommodations to students with disabilities in order to provide equal access to programs, courses, events, and services of the college.

Accommodations in college may be different from accommodations a student with a disability received in high school. K-12 is governed by the Individuals with Disabilities Education Act (IDEA). That legislation provides for a free and appropriate education for students with disabilities. Colleges, on the other hand, are not required to compromise the essential requirements of a course or program and may deny accommodations when it is financially or administratively burdensome.

In college, it is the student's responsibility to initiate the process of getting registered to receive accommodations. Ask your Admission's counselor for information about how to access disabilities services or look for information on the college's website. Generally, students will submit documentation of their disability and previous use of accommodations to the disabilities services office. Students with disabilities need to be able to articulate how their disability impacts them and interact with the disabilities services staff in determining accommodations and with faculty to make sure they are carried out.

Although accommodations will be individualized and based on each person's particular set of needs. Typical accommodations in college include extended time to test; testing in a reduced distraction environment; permission to record lectures; and the use of e-books, note takers, and use of assistive technology.

Helpful Links

Resource	Link
Students with Disabilities Preparing for Post-Secondary Education Knowing your Rights and Responsibilities	www2.ed.gov/about/offices/list/ocr/transition.html
Department of Assistive and Rehabilitative Services dars.state.tx.us/index.shtml Vocational Rehabilitation for Persons with Mental or Physical Disabilities	dars.state.tx.us/drs/vr.shtml
Vocational Rehabilitation for Persons who are Blind or Visually Disabled	dars.state.tx.us/dbs/vr.shtml
Services for Persons who are Deaf or Hard of Hearing	dars.state.tx.us/dhhs/index.shtml
Office of Civil Rights	www2.ed.gov/about/offices/list/ocr/docs/howto.html?src=rt
Financial Aid and Scholarship Guide for Students with Disabilities	onlineschools.org/financial-aid/disabilities/
Navigating Online Courses for Students with Learning Disabilities	onlinecollegecourses.net/students-with-learning-disabilities/

Scholarship Opportunities by IHE

Institution of Higher Education	Link
Austin Community College	austincc.edu/scholarships
Concordia University	admissions.concordia.edu/undergraduate/cost-and-financial-aid
St. Edward's University	think.stedwards.edu/studentfinancialservices/scholarships1
Texas State University	finaid.txstate.edu/scholarships