

## 3.D.1.

### The institution provides student support services suited to the needs of its student populations.

- Student Affairs
  - In support of the ASUMH vision and mission, and in collaboration with all campus departments, Student Affairs Offices provide support and services for students, enabling them to gain access to opportunities for success in their educational, social, career, and personal goals.
- Financial Aid ([see supporting doc folder](#))
- Career Placement ([waiting to hear back from George](#))
- Career Pathways ([see supporting doc folder](#))
- Schliemann Learning/Tutoring Center ([see supporting doc folder](#))
- Campus Security ([see supporting doc folder](#))
- Norma Wood Library ([see supporting doc folder](#))
- New Student Orientation
  - New Student Orientation is an event focused on helping new students become familiar with the ASUMH campus, learn about resources to help them have a successful college career, and meet with an academic advisor to register for classes. Students learn about a variety of student support services (library, financial aid, career services, tutoring center, testing center, student organizations, student events) that are available to them and key concepts such as attendance policies, drop/withdrawal differences, and campus security.
  - Our admission staff work to organize the NSO. They create and mail the invitation postcards and reminders about the event. Student Affairs staff and student ambassadors work on the day of the event to present to the students, guide them to their academic advisor, and show them how to navigate the portal.
  - First time entering students are invited to NSO as well as any returning or transfer student who hasn't attended in the last 2 years.
  - The goal is to familiarize students with helpful student support resources, get them registered for classes, and familiar with the portal. Students are also asked to visit with financial aid and obtain their student ID cards on this day.
- Nontraditional Students ([Finding: no specific programs identified to help nontraditional students](#))
- Intramural/Recreational Programs
  - Intramural programs are available to any students willing to participate. ASUMH has offered intramural flag football, softball, basketball, and volleyball. These efforts are coordinated through the office of Student Support Services.
  - Other student recreational programs such as talent shows, club fairs, fellowship events, formals, Kindness events, and seasonal programs are available through the Office of Student Support Services.
- Student Organizations ([Student Handbook pg. 30](#))
- Student Conduct ([Student Handbook pg. 18-28](#))
- Testing Center ([see supporting document folder](#))
- International Programs ([see diversity efforts](#)) International student admission is handled by a specially trained admissions counselor

- Disability Services

- Arkansas State University-Mountain Home offers access to all suitable services available through the Office of Disability Services to students with disabilities. Every student using services through the Office of Disability Services receives individual attention from the director. This individualized service provides an avenue to customize accommodations that relate to each student's strengths and weaknesses and creates access to ideal learning in the higher education arena. These services include accommodations associated with the classroom, testing, assistive technology, and advocacy and study skills guidance.

Students with disabilities should contact the Director of Student Support Services before attending class. Students with disabilities may reach the Director of Student Support Services in the Office of Student Support Services located on the 3rd floor of Roller Hall, Room 312 or by calling (870) 508-6168. The director is responsible for making arrangements to accommodate students according to Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act.

- Veteran Services

- Veteran affairs are primarily handled through a specialized counseling in the Office of Financial Aid & Scholarships. There is also a new veterans resource located over near career pathways ([more information needed](#))

- Other Student Services

- Bookstore
- Career Counseling
- Food Services
- Computer Access
- Meeting and Study Rooms
- Leisure Spaces
- Fitness Center
- Tutoring - The Schliemann Learning Center

## 3.D.2.

**The institution provides for learning support and preparatory instruction to address the academic needs of its students. It has a process for directing entering students to courses and programs for which the students are adequately prepared.**

- Students must submit American College Test (ACT) Student Profile Report or SAT or ASSET or COMPASS Test scores before registering. ([ASUMH 2015-2016 Catalog Page 20](#))
- Applicants who have not met the mandated minimum area test scores for college-level classes may be granted conditional admission by the registrar. ([ASUMH 2015-2016 Catalog Page 33](#))
- The Freshman Assessment and Placement Program prescribes statewide minimum standards for determining whether entering freshmen should be placed in college-level math and

composition courses or in developmental courses in math, composition, and reading. (ASUMH 2015-2016 Catalog Page 56-60)

- Students whose scores indicate placement in developmental classes must enroll in those courses during their first 15 hours of course work. (ASUMH Catalog 2015-2016 Pages 56-60)
- Students required to take 2 or more developmental courses must also take ORT 1003 Student Success. (ASUMH 2015-2016 Catalog Page 33 and course description is on ASUMH 2015-2016 Catalog Page 168)
- Students enrolled in three developmental courses may not enroll for more than 12 semester hours. (ASUMH 2015-2016 Catalog Page 65)
- Students in College Writing (CPT 0103) and College Reading (CPT 0123) must enroll in ORT 1011 First Year Experience during that semester. (ASUMH Catalog Page 65 and course descriptions are on ASUMH 2015-2016 Catalog Pages 148, 149, and 168)
- An admissions counselor is on staff to assist potential students <https://www.asumh.edu/students/future-students.html> and all students have to meet with their advisor before registering for classes. (ASUMH 2015-2016 Catalog Page 63)
- Two orientation courses are available to all students. The course 1003 Student Success focuses on strategies to help students progress successfully through college. The course 1011 First Year Experience helps to ease a student's transition to college life through an introduction to campus resources, oriental to campus technologies, development of academic skills, and research into choosing a major and career. (ASUMH 2015-2016 Catalog Page 168)
- New student orientation sessions
- The Schliemann Learning Center provides free tutoring for core classes and basic assistance with campus services, such as the portal, email, Blackboard, Microsoft Word, and the Virtual Advising Center. (<http://www.asumh.edu/current-students/tutoring.html>)
- The ASUMH Writing Center is staffed by full-time faculty in the English Department who provide one-on-one tutoring for course writing projects. (<http://www.asumh.edu/current-students/tutoring.html>)
- Faculty also tutor in specific program areas
- Academic Recovery Program for at-risk students is currently in the development stage. (Academic Suspension Recovery Contract template and ASUMH Initial Interview template are included in the 3.D.2 folder)

## 3.D.3.

**The institution provides academic advising suited to its programs and the needs of its students.**

Academic advising efforts are coordinated through the Academic Advising Committee. The Academic Advising Committee, appointed by the Shared Governance Oversight Council (SGOC), and composed of staff and faculty members is charged to:

- A. Develop and ensure a collaborative atmosphere between faculty and staff advisors
- B. Research advising models and make recommendations on the advising process
- C. Participate in development of a summer advising plan
- D. Collaborate with all departments and divisions to ensure advisors have the most current information, to ensure equitable distribution of advisees, to clarify expectations in terms of advising

This Advisor Manual is designed to guide advisors and students through the advising process and offer useful information and tools to provide a detailed and effective advising culture.

### **Advising Mission**

The Arkansas State University – Mountain Home academic advising mission is to create a partnership between students and advisors that empowers students to define, plan and achieve their academic goals, promote career readiness, personal and civic responsibility and lifelong learning

### **Advising Vision**

Arkansas State University – Mountain Home is committed to empowering students with the skills, tools and knowledge to become active participants in achieving their academic and career goals.

### **Advisor Responsibilities**

- To help students define and develop realistic educational career plans
- To encourage students to explore interests, skills and goals and to relate them to academic majors
- To assist in planning a schedule consistent with students' abilities, interests, and other obligations
- To be knowledgeable and understand the academic programs or degrees for which he/she is advising
- To clarify university policies, regulations, programs, and procedures
- To understand the university registration process
- To be accessible through scheduled appointments, office hours, telephone calls, and emails
- To maintain appointments with advisees
- To assist with or refer personal concerns to appropriate campus resources
- To discuss academic performance and the implications of that performance in all programs the student desires to pursue
- To be knowledgeable of career opportunities and to refer to Career Placement as needed
- To address needs of the "whole" student and to refer to any support services available

### **Student Responsibilities**

- To Assume responsibility for his/her education
- To clarify personal values, abilities, interests, and goals in academics and life
- To take the initiative to contact appropriate advisor in a timely manner
- To establish an active academic relationship with advisor
- To follow university procedure for registering for courses and for making adjustments to course schedule

- To prepare appropriate questions and/or documents in advance of meeting with an advisor
- To ask questions!
- To maintain scheduled appointments with advisor
- To consistently check email and other important communications from the university

## 3.D.4.

**The institution provides students and instructors the infrastructure and resources necessary to support effective teaching and learning (technological infrastructure, scientific laboratories, libraries, performance spaces, clinical practice sites, museum collections, as appropriate to the institution's offerings).**

- Campus Climate Survey 2015 – 78.95% faculty, 89.66% staff were satisfied or very satisfied with the adequacy and availability of equipment; 100% faculty, 89.66% staff were satisfied or very satisfied with the General condition of the buildings and grounds; 97.37% faculty, 89.66% staff were satisfied or very satisfied with office space ([see supporting doc folder](#))
- IT Disaster Recovery Plan – technological infrastructure ([see supporting doc folder](#))
- Library Infrastructure & Holdings - TINA NEEDS TO WRITE THIS STILL
- ASUMH Archives & Digital Collections - TINA NEEDS TO WRITE THIS STILL
- Vada Sheid Community Development Center – performance space & art gallery ([see supporting doc folder](#))

## 3.D.5.

**The institution provides to students guidance in the effective use of research and information resources.**

- Comp II – students learn basics of research ([see ASUMH Catalog, pg 153](#))
- Information Literacy/Library Research Tutorial via BB ([see supporting doc folder](#))
- Librarian will visit classes on request from instructor to provide guidance on research and database use to students; can be specialized to specific class or general overview
- Research Basics page on website (<https://www.asumh.edu/library/research.html>)