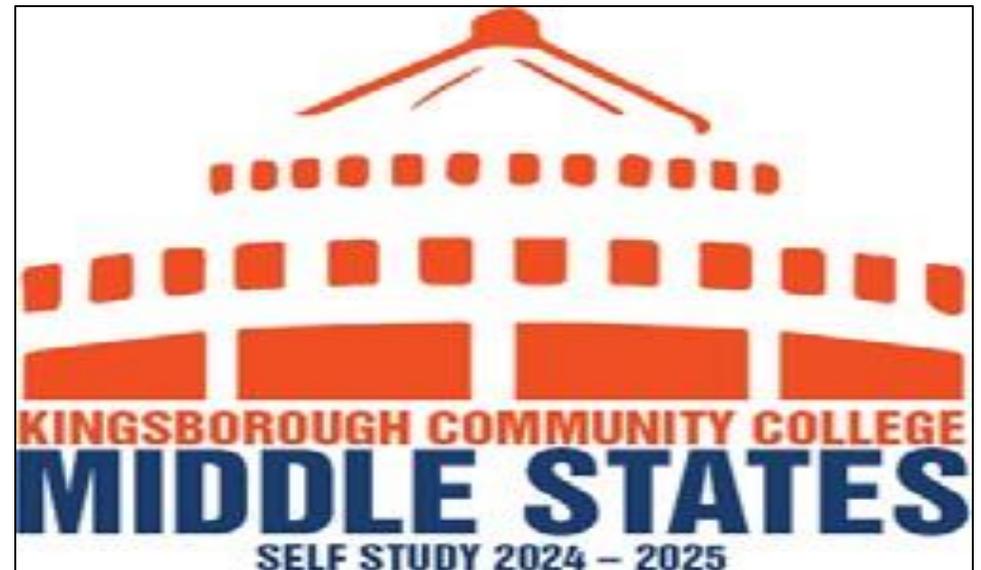


# KCC Middle States Self-Study Standard 4-Support of the Student Experience



# Standard 4-Support of the Student Experience

An institution offers a coherent and effective support system which enhances the quality of the learning environment, contributes to the educational experience, and fosters student success amongst a diverse range of students.

## Criteria:

- Clearly stated, ethical policies and processes to admit, retain, and facilitate the success of students whose interests, abilities, experiences, and goals provide a reasonable expectation for success and are compatible with institutional mission, including:
  - accurate and comprehensive information regarding expenses and how to fund education
  - a process to identify, place, and support students who are admitted, but may not be adequately prepared, to attain appropriate educational goals
  - orientation, advisement, and counseling programs to enhance retention and guide students throughout their educational experience
  - processes designed to enhance the successful achievement of students' educational goals including certificate and degree completion, transfer to other institutions, and post-completion placement
- Policies and procedures regarding evaluation and acceptance of transfer credits, and credits awarded through experiential learning, prior non-academic learning, competency-based assessment, and other alternative learning approaches
- Policies and procedures for the safe and secure maintenance and appropriate release of student information and records
- Athletics, Student life, and other extracurricular activities that are regulated by the same academic, fiscal, and administrative principles and procedures that govern all other programs
- Adequate and appropriate institutional review and approval of student support services designed, delivered, or assessed by third-party providers
- Periodic assessment of the effectiveness of programs supporting the student experience

# Working Group Members

**Standard 4: Support of the Student Experience**

**Co-chairs:**

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# Standard 4 Lines of Inquiry

## HOW WERE THEY DEVELOPED?

- Explore where our specific institutional priorities and the criteria for standard intersected
- Developed questions that adequately address these areas
- Aim was to accurately represent the narrative of the KCC student experience from the application process to beyond graduation

## SUMMARY OF QUESTIONS

- What tools, programs, and services exist to support the student experience?
- How effective are the policies, procedures, and processes of KCC and CUNY in supporting student success?
- How are policies and practices integrated through the entire student experience?
- How is their impact and effectiveness measured and reported to stakeholders?
- How does the college then use that data to generate feedback and make improvements?
- What are the data gaps?
- What opportunities exist for continuous improvement and enhancement of student support efforts?

## PLAN TO ADDRESS THE QUESTIONS

- We discussed keeping the Institutional Priorities and Lines of Inquiry broad to allow our standard the flexibility to be more specific when creating the Standard 4 design
- Working backwards, we plan to review the college's current evidence and base answers on what we find
- Recommendations for improvements would be based on what we are missing or challenges we encounter in gathering evidence along the way