

## 12.1 Student support services

The institution provides appropriate academic and student support programs, services, and activities consistent with its mission.

**Compliance Judgment:** In Compliance

### Rationale

The University of South Carolina Aiken (USC Aiken) provides considerable academic and support programs, services, and activities for faculty and students that are consistent with its [mission](#) <sup>[1]</sup> as a comprehensive liberal arts and science institution. Academic support for faculty and students is provided through a variety of programs across divisions within the university: Academic Affairs, Computer Services, Finance and Administration, and Student Affairs.

Students are encouraged to take advantage of myriad opportunities to develop leadership, academic success skills, personal physical and emotional wellness, multicultural perspectives, life goals, and personal and civic responsibility, among many others. Such opportunities reflect the university's mission and philosophy of multifaceted learning and development that occurs in and beyond the classroom. These programs are promoted in a variety of ways including the [Academic Bulletin](#) <sup>[2]</sup>, the [Student Handbook](#) <sup>[3]</sup>, regularly updated web sites, departmentally produced brochures and other educational materials, and via in-person presentations to groups, classes, and committees. Promotion of these opportunities begins with prospective students through the admissions recruitment marketing process and continues throughout the student experience. The outstanding programs and services for student learning and development are also promoted beyond the campus through information provided to alumni, the local community, the press, and the greater higher education community via professional activities of faculty and staff.

Students in online programs are provided access to online resources and services in all academic support areas (e.g., Library, Disability Services) and

appropriate student support areas (e.g., Bookstore, Career Services, Financial Aid, Registrar, and Counseling Center).

**Academic Support for Faculty and Students.** Faculty are supported in their teaching and research efforts through the Center for Teaching Excellence, the Office of Distance Learning, Instructional Services, and Sponsored Research to name a few. Students receive academic support from a variety of services and programs offered such as academic support labs, the Center for Student Achievement, and the Honors program. Some programs and services jointly support faculty and students such as the Library, Center for Research Excellence, Computer Services, and the Children's Center.

- **Center for Teaching Excellence.** The [Center for Teaching Excellence](#) <sup>[4]</sup> promotes teaching excellence by providing individual consultations, videotaping, technical assistance, print and electronic resources, and workshops on effective teaching strategies. The director of the center works directly with faculty as they design and prepare high quality instructional materials.
- **Office of Distance Learning.** The [Office of Distance Learning](#) <sup>[5]</sup> supports the needs of distance instruction and facilitates professional development opportunities for faculty in pedagogy and technology. Faculty are provided support in course design for online and blended learning and a one-stop site of resources to support remote instruction.
- **Instructional Services.** [Instructional Services](#) <sup>[6]</sup> operates and maintains a fully operational audio-visual production facility, an Education Television closed circuit system, equipment storage areas and an equipment distribution (delivery-pickup) service. Services include studio and video production; sound system setup and maintenance; equipment reservations; laptop/LCD instruction; VHS to DVD/cassette to CD; LDC installation, setup and maintenance; digital media duplication; and peer review videotaping; and individual consultation services.
- **Sponsored Research.** The USC Aiken [Office of Sponsored Research](#) <sup>[7]</sup> assists faculty with identification of funding sources, preparation of proposals, and submission of proposals via the USC electronic research administration system. Workshops are periodically provided to faculty to help them improve

skills in grantsmanship and meet funding agency expectations as they develop proposals. Sponsored funding to USC Aiken has been obtained from private foundations and federal, state, and local governments.

- **Center for Research Excellence.** The [Center for Research Excellence](#) <sup>[8]</sup> promotes and supports the formation of research and creative interactions between students and faculty. The center provides funding for mentored undergraduate scholarly/creative activities; provides guidance on student research grants; and hosts an annual scholars' showcase.
- **Children's Center.** The USC Aiken [Children's Center](#) <sup>[9]</sup> offers child care for children of faculty, staff, students, and the community. It is licensed by the State of South Carolina, is nationally accredited by the NAEYC, and employs qualified teachers as well as students of the university. The center provides academic support as a training site for childcare providers in the area and students pursuing an Education degrees in Early Childhood Education. The staff of the Children's Center works together as a team to provide an environment for service, teaching, and research.
- **Library.** The faculty, support staff, and collections of the recently updated [Gregg-Graniteville Library](#) <sup>[10]</sup> comprise an integral part of USC Aiken's instructional program support. Services and resources available to all registered students include but are not limited to traditional and non-traditional library services, reference and research assistance, active instruction and informational literacy programs, interlibrary loan system and PASCAL Delivers, self-service photocopying equipment, and an extensive website with links to Library services and resources. More details on resources and services provided by the Library are presented in the [narrative to Standard 11.1 - Library and learning information resources](#). <sup>[11]</sup>
- **Center for Student Achievement.** The [Center for Student Achievement](#) <sup>[12]</sup> encourages the academic success of USC Aiken students by assisting them in developing educational plans, connecting them to campus resources, and promoting engaged learning and personal responsibility. The Center helps

connect students to their assigned advisor. Tutoring is available in a number of content areas and courses. USC Aiken tutors are high achieving students with positive faculty references, and tutoring is free for enrolled USC Aiken students. The Center for Student Achievement also offers academic consultations designed to assist students at any level. Students work one-on-one with professional staff members to improve time management, study skills, organizational skills, and other academic skills. Supplemental instruction is coordinated through the center through which weekly review sessions for students enrolled in historically difficult courses that carry high DFW rates. The Center for Student Achievement also oversees the early warning process to alert students to specific behaviors and academic issues that may affect their academic performance.

- **Computer Services Division.** [Computer Services](#) <sup>[13]</sup> provide students, faculty, and staff with the computing, networking and voice communication tools necessary to support the academic and administrative goals of the University. Computer Services is committed to providing a reliable, state-of-the-art campus computing environment. Network and wireless services are provided through USC Aiken's state-of-the-art Cisco network providing 100 megabit connections to the desktop, gigabit connectivity between buildings, access to the entire University of South Carolina network and the Internet. CSD manages several Windows servers providing the campus community with electronic mail, network printing, file sharing, and network applications.

Beyond specific support for faculty, staff and students, Computer Services provides advanced support to the university community in core technologies used in instruction and research. Supported technologies include Blackboard suite of applications for online course management, Adobe Connect and Microsoft Teams for virtual meetings and voice over PowerPoint, Camtasia for creating content with still and video screen captures, LISTSERV for streaming email communication with students and colleagues, SPSS for data collection, management, and analysis, Class Climate for class evaluations, and Respondus

Browser and Monitor for student identity assurance and integrity of online test environments.

- **Computer Resource Lab and Help Desk.** USC Aiken's primary student [computing resource lab and help desk](#) <sup>[14]</sup>, located in the Business and Education Building, contains an open Windows and Macintosh computer lab, and dedicated Macintosh and Windows classrooms. Personnel at the Help Desk serve as the primary Computer Services point of contact for faculty, staff, and students to address problems or questions regarding software and access issues. Students have access to these facilities and most computing resources 24 hours a day, 7 days-a-week. During fall and spring semesters, Help Desk personnel staff this area from 8:00 a.m. until 9:00 p.m. on Monday through Thursday and from 8:00 a.m. until 5:00 p.m. on Friday. During the summer, assistance is available from 8:00 a.m. until 5:00 p.m. on Monday through Friday. All academic computing is supported in the Windows and Macintosh environments.
- **Writing Center.** A [Writing Center](#) <sup>[15]</sup> is available to support the composition sequence by providing professional, individual feedback to students enrolled in composition courses; to support writing across the curriculum by providing professional, individual feedback to students enrolled in USC Aiken courses; and to support the university by offering writing workshops and serving as a repository of material and equipment relevant to writing. The Writing Center provides an open teaching and learning environment for the collaborative discussion of writing so that students may become more aware and independent writers. Writing consultants come from a range of disciplines and are formally trained to provide feedback during all phases of the writing process.
- **Math Lab.** The [Math Lab](#) <sup>[16]</sup> provides support for students enrolled in mathematics courses at USC Aiken and ultimately enable students to be successful in classes that use mathematics. This is accomplished by providing students with free peer tutoring in any freshman level and selected sophomore level mathematics classes.

- **Disability Services.** The [Disability Services Office](#) <sup>[17]</sup> at USC Aiken assists students with physical, psychological, or learning disabilities in their college experience through an integration of on-campus services. The mission of Disability Services is to facilitate the transition of students with disabilities to the University environment and act to provide appropriate accommodations for each student's special needs in order to ensure equal access to all programs, activities and services at USC Aiken. Special classroom accommodations are provided to students with documented disabilities based on individual student needs. These services are the result of a cooperative effort with the student's instructor and may include: priority seating, a note taker, test proctoring, permission to tape record lectures, alternative media or other accommodations to assist the student in her/his classroom efforts.
- **Nursing Simulation and Skills Labs.** The School of Nursing has a state of the art [simulation program and skills labs](#) <sup>[18]</sup> to complement and enhance classroom learning and clinical experience. The four labs include skills, health assessment, and two high fidelity labs. Students start hands on learning in their first semester of nursing. In the skills lab they practice nursing skills with manikins and task trainers. First semester nursing students also participate in health assessment lab where they learn the skills needed to adequately assess patients with a wide variety of conditions. Beginning in the second semester of nursing courses, students attend high fidelity simulation as a portion of their clinical experience. In the Abshire lab, they care for adult medical surgical patients and in the Inder lab they care for pediatric and obstetrical patients. In high fidelity simulation the emphasis is on clinical judgment and decision making. Students are afforded the opportunity to make critical decisions and perform patient care, then see the consequences of their actions. In their final semester of nursing, students attend labs where they practice advanced life support skills then care for a patient in an arrest scenario. Final semester students also attend both high fidelity and skills labs as peer teachers for lower level students.
- **The Ruth Patrick Science Education Center.** The [Ruth Patrick Science Education Center](#) <sup>[19]</sup> is a cooperative effort that includes the University of South

Carolina Aiken, business, industry, the South Carolina Department of Education, and schools in the Central Savannah River Area of South Carolina and Georgia. Its programs challenge the present and inspire the future to effect systemic change in science, mathematics, technology, and environmental education. Its hands-on approach to teaching is designed to help people experience the beauty, the order, and the power of science and mathematics, as well as the interest and fun of discovery. In order to promote lifelong learning and empower individuals to make informed decisions, the Ruth Patrick Science Education Center uses innovative methods to influence the quality of science and mathematics education, models effective instruction, and enhances students' and teachers' knowledge. Among other things, the Center includes an observatory with a Bechtel telescope that provides views of planets, nebulae, and other celestial objects, and the DuPont Planetarium which consists of 45-seats, a 30-foot diameter tilted aluminum dome by Astro-Tec, with a Digistar-6 planetarium projection system.

- ***Etherredge Center.*** The [Etherredge Center](#) <sup>[20]</sup>, USC Aiken's center for the fine and performing arts, provides a first-class facility and the support services of a professional staff to accommodate diverse cultural activities. The Center offers programming designed to educate students and encourage them to develop an appreciation for the visual and performing arts as well as to fulfill the cultural entertainment needs of the community. The building houses two theatres, an art gallery, and classrooms and offices for the academic department of Visual and Performing Arts. University programs presented in the facility include the USC Aiken Cultural Series, recitals and concerts, theatrical productions, and public readings offered through the Oswald Writer's Series
- ***Honors Program.*** The USC Aiken's [Honors Program](#) <sup>[21]</sup> offers academically talented, highly motivated students opportunities for enriched learning experiences both in and outside the classroom. Honors students participate in a unique learning community that enjoys small classes and independent study under the direction of USC Aiken's best teacher-scholars in a

program that cultivates critical thinking, analysis, and creative expression. Incoming honors students who have SAT scores of at least 1170 or ACT scores of at least 24 may apply to the Honors Program. Continuing university students with 45 credit hours or less and a USC Aiken GPA of 3.5 or higher may also apply.

**Student Support Services Available to All Students.** Many student support services are available to students such as the Bookstore, Campus Dining, Orientation, Campus Recreation and Wellness, Career Services, Leadership Programs, the Student Health Center, Housing, Financial Aid, and the Registrar, to name a few.

- **Bookstore.** The [USC Aiken Bookstore](#) <sup>[22]</sup> is the source for all course materials including textbooks, lab supplies, course packets, school supplies, and study aids. The bookstore is located in the Student Activities Center near the Food Court. The primary goal of the bookstore is to provide educational materials to students at the lowest cost possible.
- **Campus Dining.** The mission of [Campus Dining](#) <sup>[23]</sup> is to provide high quality products and excellent service to USC Aiken students, faculty, staff and visitors. The university contracts with one of the country's premier food service operators to provide several dining options at USC Aiken such as the SAC Café, the Station, Starbucks Coffee, the Pacer Market and Scotty B's. The SAC Café is a full service "all you care to eat" café featuring a fresh salad bar, made-to-order station, pizza, deli sandwiches, grilled entrees, and a comfort food station. The Station offers gourmet coffee, fresh build-to-order subs, and much more. It is open for breakfast and lunch. Starbucks Coffee serves freshly brewed coffee, specialty drinks, and a variety of sandwiches, muffins, and pastries. The Pacer Market is in the resident housing area of campus and sells snacks, supplies, and household essentials. Scotty B's is located in the Nursing Building and offers breakfast and lunch items.
- **Campus Recreation and Wellness.** The mission of [Campus Recreation and Wellness](#) <sup>[24]</sup> is to connect, educate, and inspire the campus community to

lead a balanced healthy lifestyle through exceptional facilities, programs and services. Services are provided through the Wellness Center, natatorium, intramurals, and club sports. The Wellness Center provides safe, well-equipped facilities and trained, caring staff to the campus and Aiken Community. The Center is open seven days a week, housing a cardiovascular and strength training area, an aerobics room, an exercise testing laboratory, an educational room, and locker room facilities. The natatorium is available adjoining the Student Activities Center. The pool is open seven days a week for lifeguard-supervised activities including lap swimming, water aerobics, and recreational activities. The intramurals program is designed to offer a variety of challenging and enjoyable activities to every member of the student body. Competitive and noncompetitive activities include vigorous team sports such as flag football, soccer, volleyball and basketball; competitive individual events such as table tennis and pool tournaments; and non-competitive recreational activities. Club sports are provided as student organizations and bring in the atmosphere of competition against other campuses across the region. USC Aiken has eight club sport organizations including three styles of equestrian, shotgun, swim club, and ping pong club. Clubs can be created by any student at USC Aiken with an interest in a specific competitive event.

- **Career Services.** The [Career Services Office](#) <sup>[25]</sup> is to assist all USC Aiken students and recent graduates with career-related concerns—choosing a career, choosing a college major, career planning, experiential learning, job search, and graduate school. Services offered to students include individual career coaching and advisement; career information; career assessments; job vacancy listings for on-campus, off-campus, summer, internship, part-time, and full-time employment; assisting with job shadowing, informational interviews, internship and cooperative education positions; resume and cover letter review; job search and interview assistance; preparation for graduate and professional schools; and career events and programs.

- **Diversity Initiatives.** In line with the University's core value of collegiality, the Office of Student Life's [Diversity Initiatives](#) <sup>[26]</sup> fosters institutional equity, diversity, inclusion and belonging by cultivating opportunities to discuss differences, raising awareness and providing tools to identify and overcome gaps in understanding to ensure inclusive excellence both at the University and in the larger Aiken community. Services include campus and community-wide heritage and history month celebrations, diversity round tables, educational trainings and services, community outreach initiatives, and cultural event celebrations.
- **Leadership Programs.** The Office of Career Services and the Office of Student Affairs jointly administer the [Developing Career and Community Leaders Certificate program](#). <sup>[27]</sup> The program, which is open to all majors, offers participants a unique academic and co-curricular leadership experience founded upon the principles of a liberal arts education. Students are provided opportunities to acquire and develop the skills, knowledge, and values necessary for success in a dynamic global environment. The program provides leadership experiences built upon the cornerstones of citizenship, service, and career preparation. Students learn skills that will make them effective leaders in their community and their profession by participating in both civic and workplace activities, and by participating in activities that facilitate a greater understanding of their own personal identities and how their identities shape their leadership and career goals.
- **Financial Aid.** USC Aiken participates in an array of [financial aid](#) <sup>[28]</sup> programs which consists of scholarships, grants, loans, and student employment opportunities. Approximately 90% of USC Aiken students receive some type of financial aid.
- **Greek Life.** The [Greek life community](#) <sup>[29]</sup> at USC Aiken is highly active with 14 national Greek-letter men's and women's groups. The self-governing, self-supporting bodies of the fraternities and sororities are the Interfraternity Council, the National Pan-Hellenic Council, and the Panhellenic Council. These

groups coordinate events, provide educational programs, establish community wide regulations and implement policies for their member organizations.

- **Housing.** Living on campus allows students to have independence while enjoying proximity to classes and campus activities. The professional staff and the resident assistants of [University Housing](#) <sup>[30]</sup> are dedicated to providing a variety of enrichment programs and activities. The University has three housing complexes and can accommodate over 900 students. Services include free high-speed wireless internet access, phone service, micro fridge in each bedroom, cable TV, laundry facilities, study rooms, kitchens, a learning center, lounge space and game room, outdoor recreational areas such as a volleyball court, basketball court, and pool.
- **Orientation.** [Orientation programs](#) <sup>[31]</sup> are offered for all new freshmen and transfer students to ensure a smooth transition to USC Aiken by familiarizing new students with campus policies, procedures, and opportunities.
- **Pacer Union Board.** The [Pacer Union Board](#) (PUB) <sup>[32]</sup> provides quality entertainment for the USC Aiken community. PUB members help select what events and programs come to USC Aiken and then help plan and put on those events.
- **Student Media.** [Student Media](#) <sup>[33]</sup> at USC Aiken is comprised of Pacer Times, the campus newspaper; and Broken Ink, the campus literary magazine. Both are operated by students, offering valuable experience for all those interested regardless of major.
- **University Police.** The mission of the USC Aiken [Police Department](#) <sup>[34]</sup> is to protect life and property and to enforce the law. In this effort, police officers work with the campus community in a cooperative community policing effort to prevent crime from occurring and to provide assistance to victims if a crime does occur. The Department also provides emergency medical first response for the campus community. To ensure safe passage to and from vehicles, university housing, classes, and buildings on campus, University Police officers will serve as escorts upon request.

- **Registrar Office.** The office of the [Registrar](#) <sup>[35]</sup> is responsible for a variety of ongoing services for the current student population at USC Aiken. This office registers all undergraduate students and keeps complete records of all transactions related to their enrollment. The office gathers and records the grades for all students and implements the university's suspension and probation policy by tracking and keeping all related records of students on suspension and probation. Other services pertaining to a student's permanent record include name and address updates and proper recording and filing of all academic decisions and exceptions on students. Students wishing to graduate from USC Aiken must complete a degree application available in the office of the Registrar no later than the published date for that semester. The Registrar office provides an academic calendar used by the entire university and also produces the USC Aiken Bulletin and the master schedule of classes. Room scheduling for campus functions is handled in this office as well.
- **Student Health Center.** Students are encouraged to visit the [Student Health Center](#) <sup>[36]</sup> if they have an illness or injury that they feel uncomfortable treating independently. USC Aiken's Nurse Practitioners provide primary care for common health problems. The Student Health Center staff also provides health promotion, health education, and disease prevention information for the campus. Services received in the center are free of charge, prepaid as part of tuition. The center does provide a few specialty services for which there are nominal charges; these include, but may not be limited to, tuberculosis skin testing, immunizations, and selective health physicals.
- **Counseling Center.** The [Counseling Center](#) <sup>[37]</sup> offers counseling services to full-time and part-time students free of charge. The Counseling Center is available to address a variety of concerns including but not limited to domestic violence, drugs, eating disorders, relaxation, panic attacks, sexual assault or rape, self-awareness, sexuality, time management, suicide, dating violence, adjustment, alcohol, anger, anxiety, and depression.

- **Student Government Association.** The student government consists of both policymaking and programming constituents. From academic affairs to student services, the [Student Government Association](#) <sup>[38]</sup> is committed to submitting policies that represent the voice of the students to the University administration, local government, and state government. Members of the Student Government also work to improve campus life through a variety of programming initiatives that protect student interests, and support student groups.
- **Student Organizations.** Students on the campus have created over 90 groups with mutual interests in academic, social, or active pursuits. Full-time faculty or administrative staff members serve as advisors to each group. Participation in [student organizations](#) <sup>[39]</sup> helps foster leadership skills, team building, networking, and overall development.

**Specialty Support Services.** Specialty services are offered to distinct segments of the student body based upon unique needs such as services provided through our Commuter Student Services, Veterans and Military Student Success Center, Successful Transition and Readiness program for first-generation students, and International Programs.

- **Commuter Student Services.** [Commuter Students Services](#) <sup>[40]</sup> are provided to students who do not live on campus, and travel to attend classes. At USC Aiken, we advocate for the needs of commuter students and support their academic success. Commuter students are welcome to relax between classes in the Commuter Lounge, which is located near Starbucks, and are provided a variety of meal plans, specifically tailored for students who do not live on campus.
- **First PACE.** The [First PACE program](#) <sup>[41]</sup> is designed for provisionally admitted students. The program addresses some of the major issues students struggle with as they transition from high school to college. The program provides a supportive network of faculty, staff, and students; intensive academic preparation workshops, and designates a specific advisor to help link students to academic resources, mentors, and to each other. Through this program, students

have access to courses and activities that are only offered to First PACE participants and are introduced to college success techniques, study skills and strategies, academic resources, mentoring, and community events.

- **Veterans and Military Student Success Center.** The University's [Veterans and Military Student Success Center](#) <sup>[42]</sup> hosts a professional team that provides a conduit to benefits, opportunities, networking, and best practices for a successful military to community transition. Current USC Aiken veteran and military students are an essential element establishing partnerships with incoming students through a student-to-student connection process; Upper level veteran and military students mentor new or incoming students. The School Certifying Official is housed in the center and is authorized to sign and submit Department of Veterans Affairs documents verifying a veteran, military member, or beneficiary's enrollment, change in status, receipt of advance payment, and any other circumstances that affect the amount or duration of education assistance benefits.
- **Successful Transition and Readiness (STAR) Program.** The [STAR program](#) <sup>[43]</sup> is specifically designed for first generation college students. Approximately, 40% of USC Aiken students are first generation college students. Similar to First PACE, this program addresses some of the major issues students struggle with as they transition from high school to college. The program provides a supportive network of staff members and mentors to help link students to academic resources.
- **International Programs.** The [International Programs](#) <sup>[44]</sup> office seeks to support international students, encourage engagement in study abroad programs, and promotes inclusion of different cultures and ethnic groups on campus through programming and events. The office provides services to international students prior to their arrival to USC Aiken with pre-departure information packets and student immigration advising. When international students arrive on campus, they attend orientations and workshops to help them transition and fully integrate into the USC Aiken community, and while they

reside at USC Aiken with academic, social, and cultural guidance and advising. The office also provides information to USC Aiken students on study abroad, work abroad, and volunteer abroad opportunities. The office works closely with faculty and staff to develop study abroad programs and opportunities for students and to assist faculty with international research and teaching projects. Finally, the department strives to increase international awareness on campus and in the larger Aiken community through campus lectures, panel discussions, campus programming, cultural events, and through internationalizing the curriculum when appropriate.

### Supporting Documentation

1. [USC Aiken Mission Statement](#)
2. [Academic Bulletin](#)
3. [Student Handbook](#)
4. [Center for Teaching Excellence Website](#)
5. [Office of Distance Learning Website](#)
6. [Instructional Services Website](#)
7. [Office of Sponsored Research Website](#)
8. [Center for Research Excellence Website](#)
9. [Children's Center Website](#)
10. [Gregg-Graniteville Library Website](#)
11. [Narrative to Standard 11.1 - Library and learning information resources](#)
12. [Center for Student Achievement Website](#)
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14. [Computing Resource Lab and Help Desk Website](#)
15. [Writing Center Website](#)
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17. [Disability Services Office Website](#)
18. [Nursing Simulation Program and Skills Labs Website](#)
19. [Ruth Patrick Science Education Center Website](#)

20. [Etherredge Center Website](#)
21. [Honors Program Website](#)
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