

Section 12: Academic and Student Support Services

12.1 The institution provides appropriate academic and student support programs, services, and activities consistent with its mission. (*Student support services*) [CR]

Judgment

☒ Compliance ☐ Non-Compliance ☐ Not Applicable

Narrative

Fort Valley State University's (FVSU) mission is not only to empower students to use education to pursue meaningful careers, but also to use scholarship, research, and outreach to enrich their lives, as well as those of their families and communities. FVSU's primary goal is to equip individuals from all backgrounds with the knowledge and skills to enhance the world as leaders and to positively impact the state of Georgia and beyond with the knowledge and resources they gain at FVSU.

FVSU's president, [Dr. Paul Jones](#), took office in December of 2015 and immediately set about strengthening the management and infrastructure of the institution. Armed with extensive experience in leadership positions within the University System of Georgia (USG), Dr. Jones has reshaped the administration of the university in several important ways. A new provost, [Dr. T. Ramon Stuart](#), was appointed in April 2016. In July of 2017, [Mr. Jesse Kane](#) was appointed the Vice Provost for Student Success and Enrollment Management. This position has since been reorganized to Vice President for Student Affairs and Enrollment Management. These experienced leaders inherited an enrollment plan and operating budget for fiscal year (FY) 2016-17, but have implemented significant enhancements in focus and direction for future years.

The FVSU student body consists of approximately 2,800 students with 62% identifying as female and 38% identifying as male. Additionally, 92% identify as African American or black, nearly 4% identify as white, 2% identify as Hispanic, and 1% as Asian. The majority of students come from within the state of Georgia (93%), while out-of-state students comprise 6% of the student body, and 1% are international. The university offers more than 31 undergraduate programs, eight

master's program, and one educational specialist degree. FVSU is also a participant of the NCAA Division II Southern Intercollegiate Athletic Conference (SIAC).

The [Warner Robins Center \(WRC\)](#) is located on Osigian Boulevard in Warner Robins, Georgia, approximately 15 miles from the main campus. All students enrolled at the WRC are graduate students. A full-time center manager/academic support specialist and an information technology specialist are available at the center for student counseling and enrollment needs. WRC students have access to all on-campus facilities as needed to enhance their learning experience.

Online courses are available at both the undergraduate and graduate level. A full-time director of online learning and a distance learning technical support technician are available to assist students and faculty as needed. Academic departments are responsible for course content and pedagogical integrity of the programs. FVSU uses the Brightspace by D2L learning management system for delivery of online courses, and access to the USG [eCampus](#) (i.e., eCore and eMajor) is available to all FVSU students. User information, online training, online learning workshops, online advising, and an online access request facility are all available to students online, and staff is available to assist student's offline as needed.

Services available to students include:

1. [Academic Advising](#): Academic advising at FVSU is provided in a tiered structure contingent upon a student's level of preparation, credit hour attainment, and identified challenges. [University College](#) and its Center for Retention Services is the focal point of advising for students in their first two years. Faculty provide advising services for junior and senior level students. Students at the WRC, all of whom are graduate students, are advised by their respective faculties. Online students are advised by the online learning staff, as well as faculty advisors. Students identified by faculty with specific challenges may be referred to the University College for focused testing and advising. The services provided are coordinated through four offices which include: Academic Advising & Success; Academic Counseling & Disability Services; Learning Support; and Testing and Assessments. In addition to these services, academic

support is also offered by the federally funded TRiO Student Support Services program. At the core of the University College's mission is providing each student with efficient and effective academic support services in order to increase the number of FVSU students who graduate in four years. Approximately 1,400 (59%) students were assisted with enrollment and registration during the 2018-2019 academic year. The first- and second-year experience programs, along with USG's Momentum Year Project, assists with helping students identify the appropriate major per their skill sets and interests.

2. **University College:** The University College serves as the primary academic support unit for students during their first two years as undergraduate students. It provides a wide variety of academic support programs and initiatives that are designed to create a successful transition to college life for students. FVSU's goal is for all students to have successful acclimation at FVSU.

University College Personnel

POSITIONS	NAME	DEGREE
Dean	Stevie L. Lawrence	Ph.D.
Director of Academic Success Services	Jocelyn Powell	Ed.S
Asst. Director for First & Second Year Programs	Ala-Torya Cranford	M.S.
Director of Student Support Services (TRIO)	Davida Curtis	Ph.D.
Coordinator, Student Support Services (TRIO)	Victoria Sturn	M.S.
Director of Learning Support	Rosie Petties	M.S.
Coordinator of Testing & Tutorial Services	Heidi Gregg	MPH
Coordinator of Reading and Writing Labs	Shameka Powers	Ed.S
Coordinator of Academic Counseling & Disability Services/Academic Advisor	Joyce Brown	M.S.
Academic Advisor	Kareem Kenny	MBA
Academic Advisor	Kenneth Brown	M.Ed.

3. **Admissions & Recruitment:** Prospective students are assisted through the admissions screening process after which they are connected with other campus units to complete the enrollment process. Below is FVSU's fall 2016, fall 2017 and fall 2018 enrolment data:

Table 12.1.1 Applicants by Classification

Fall 2018 Applicants by Classification.

Classification	*Applied	Admitted	Acceptance Rate	Enrolled	Matriculation Rate
Dual Enrolled	18	17	94%	15	88.24%
First Time Freshmen	3,197	1,973	62%	467	23.67%
Transfer	335	243	73%	185	76.13%
Post-Baccalaureate	7	7	100%	4	57.14%
Graduate	153	136	89%	107	78.68%
Transient	5	4	80%	4	100%
Total	3,715	2,380	64%	782	33%

*An individual who has fulfilled the institution's requirements to be considered for admission (including payment or waiving of the application fee, if any) and who has been notified of one of the following actions: admission, no admission, placement on waiting list, or application is withdrawn by applicant or institution.

Source: FVSU Banner Applications File; Factbook 18-19

Fall 2017 Applicants by Classification.

Classification	*Applied	Admitted	Acceptance Rate	Enrolled	Matriculation Rate
Dually Enrolled	25	15	60%	8	53.30%
First Time Freshmen	3,237	1,340	41%	495	37%
Transfer	253	176	70%	151	86%
Post-Baccalaureate	8	7	88%	4	57%
Graduate	148	129	87%	110	85%
Transient	4	2	50%	2	100%
Total	3,676	1,669	45%	770	46%

*An individual who has fulfilled the institution's requirements to be considered for admission (including payment or waiving of the application fee, if any) and who has been notified of one of the following actions: admission, no admission, placement on waiting list, or application is withdrawn by applicant or institution.

Source: FVSU Banner Applications File; Factbook 17-18

****Fall 2016 Applicants by Classification.**

Classification	*Applied	Admitted	Acceptance Rate	Enrolled	Matriculation Rate
Dual Enrolled	21	15	71%	12	80.00%
Freshmen	2629	1434	55%	499	34.80%
Transfer	276	204	74%	147	72.06%
Post- Baccalaureate	8	8	100%	6	75.00%
Graduate	122	112	92%	100	89.29%
Transient	1	1	100%	-	0.00%
Total	3057	1774	58%	764	43%

*An individual who has fulfilled the institution's requirements to be considered for admission (including payment or waiving of the application fee, if any) and who has been notified of one of the following actions: admission, no admission, placement on waiting list, or application is withdrawn by applicant or institution.

**Revised (6/20/18). Source: Banner View (AS_ADMISSIONS_APPLICANT, Report Run Date: 10/4/17)

4. **New Student Orientation:** All first-year and new transfer students participate in new student orientation (NSO) to learn about classes and campus life experiences, meet

current students, staff, and faculty, and begin to build lifelong relationships. NSO is coordinated between University College and campus life. The program occurs a week prior to the start of classes and is intended to begin building strong connections between incoming students and the university. Approximately 500 students participate in the program each fall for the main NSO program; however, FVSU also offers a spring NSO program that is condensed to one day. Approximately 50-60 new students participate in spring orientations. Upper-class students serve as NSO leaders to help work with groups of students throughout the week. This experience leads into Welcome Week, which is the first week of school. NSO serves as the precursor for students' academic experience in the FVSU 0100 Freshman Seminar course. This one-credit course is required for all incoming first-year students. First-year students are engaged their entire year through the First-Year Experience Program (FYE) and the First-Year Residential Experience Program (FYRE). First-Year online students go through a separate orientation program designed to introduce them to the same support services and connections that face-to-face students receive.

5. **Campus Life:** FVSU offers numerous opportunities for students to grow and develop outside the classroom in a wide variety of activities and service organizations. Students may elect to participate in over 65 interest-based clubs and activities including fraternities and sororities, service organizations, departmental clubs, residence life programs (e.g., the Boys to Men mentoring program, sister student government, and intramural and recreation sport programs). Intramurals and Recreational Sports Programs is coordinated through Residence Life and works collaboratively with the Office of Campus Life. Events such as basketball, flag football, fitness classes, swim classes, dodgeball, aerobics, and others are offered to students during the fall and spring semesters.
6. **Center for Student Engagement:** FVSU created the Center for Student Engagement in 2017 to coordinate services in the areas of career services, professionalism, leadership, and volunteerism. The area also oversees the Leadership, Engagement, Academic Proficiency, and Professionalism (LEAP) Institute. The focus of LEAP is to prepare

students to become work-force ready by providing focused skills and training in the areas of leadership, engagement, academic proficiency, and professionalism. Students are afforded a full array of services to include guidance on internships and job placement, resume preparation advice, and preparation for interviews, civic engagement, and volunteerism opportunities. Prospective employers from a variety of industries and professions visit campus on a regular basis to meet students and familiarize them with career and employment opportunities. These services are available to all graduate and undergraduate students at each FVSU locations (i.e., main campus, WRC, and online).

7. **D2L:** Brightstar by D2L offers students and faculty tools such as webinars and tutorials that help explain online education and provide tips and techniques to help students succeed in online courses. These services are available to students regardless of mode or location of instructional delivery. While some services can only be made available to students enrolled in courses on the main campus of FVSU (e.g., housing and recreation), many services can be accessed from any location through units' websites and other mass communications. There are approximately 3,000 active users of D2L.
8. **Disability Services:** Students with disabilities have access to the appropriate tools and reasonable accommodations/support services in the academic environment as required by Section 504 of the 1973 Rehabilitation Act and the 2008 Americans with Disabilities Amendments. The mission of the Office of Differently Abled Services (DAS) is to provide students with disabilities the tools, reasonable accommodations, and support services to fully participate in the academic environment. Furthermore, the office actively seeks to promote an accessible and culturally sensitive campus through outreach and by building partnerships within the university community and beyond. On campus and online students may use a variety of software and hardware that enables them to access information and compensate for the impact of their disabilities. All students may access these services by visiting the office or confidentially by completing an online intake form.

9. **Financial Aid:** The Office of Financial Aid works to help students understand how to pay their tuition, housing, and other fees with the least amount of long-term debt. The office administers federal and state of Georgia aid programs and has access to non-governmental sources of aid to assist students. Main campus, WRC, and online students are encouraged to utilize these services since 77% of FVSU students are eligible to receive the Federal Pell Grant, while over 90% of FVSU students rely on state and federal aid. According to the [2018-19 IPEDS Student Financial Aid Report](#), eighty-five percent of FVSU undergraduate students took out student loans in 2017-18. The average student loan debt for recent graduates is \$9,000. Thus, programs such as Know More, Borrow Less and other financial literacy initiatives are important for students.
10. **Food Services:** FVSU provides access to a wide array of nutritional meal options through various on-campus dining facilities conveniently located for students. Traditional, buffet-style residential dining is complemented by specialty food offerings such as Chick-fil-A, Simply to Go, the Georgia Room, and Slice of Life. Approximately 1,360 students utilize meal plans each fall semester.
11. **GradLogic:** FVSU uses GradLogic as an early identification system for pinpointing students who may require extra help to succeed. Faculty are able to notify student support staff when a student is in danger of failing a particular course, thereby connecting that student with appropriate assistance coordinated through the University College and Division of Student Affairs. FVSU experiences approximately 250 “flags” each semester for students in need of additional assistance.
12. **Helpdesk:** Students enrolled in online courses can interact with trained personnel who address questions related to technology, online pedagogy, and other potential challenges that may impede student success in online courses. Helpdesk hours are 8:00 a.m. to 11:00 p.m., Monday through Friday. Students also have access to the USG D2L Help Center 24/7. The Office of Information Technology reports providing faculty and students 22,884 services for the 2018-2019 academic year including questions related to Banner Web, email, maintenance, security, video conferencing, and connectivity.

13. **Housing & Residential Life:** FVSU provides a stable living environment through on-campus facilities where students may live, collaborate with peers, study, and socialize. Students live in a residence community called “Wildcat Commons,” which offer options for apartment, suite, and semi-suite living. Here, students live in a single room within their apartment and share bathrooms with either one or two more residents. Each suite or semi-suite offers other amenities such as a common living room and a kitchen or kitchenette. FVSU’s residence hall system includes 1,368 total beds, and, for the 2018-2019 academic year, 1,321 of these were occupied for an occupancy rate of 97 percent.
14. **Library:** The Henry A. Hunt Memorial Library provides access to books, periodicals, and online resources. The library participates in the GALILEO project, a web-based virtual library that provides access to multiple information resources including secured access to licensed products. GALILEO provides access to over 300 databases, indexing thousands of periodicals and scholarly journals. Other resources include encyclopedias, business directories, and government publications. In addition to GAILEO, Hunt Memorial Library has current subscriptions to 14 online databases such as JSTOR, Jove, and IBSIS. In addition, Hunt Memorial Library has membership to LYRASIS and OCLC for resource sharing of interlibrary loan (ILLIAD) and WorldCat. As a member of the USG, faculty and students have access to the library collections of all 31 institutions in the state and, also by way of Gil Express, a document delivery service. In support of distance education, library resources are accessible fully online. For 2018-19, Hunt Memorial Library reports providing the following services: circulation of printed books and reserve materials: 1,196 services; e-books: 9,178 services; and journal article usage: 71,584 services. In addition, Hunt Memorial Library also hosts a 24-hour computer and learning lab for students.
15. **McNair Program:** Through a grant competition, funds are awarded to institutions of higher education to prepare eligible participants for doctoral studies through involvement in undergraduate research and other scholarly activities. Participants are

from disadvantaged backgrounds and have demonstrated strong academic potential. Institutions work closely with participants as they complete their undergraduate degree requirements, while also encouraging them to enroll in graduate programs, then tracking their progress through the successful completion of advanced degrees. The goal of the McNair Scholars Program is to increase the attainment of doctoral degrees by students from underrepresented segments of society. The program is funded to serve 25 participants each project year. The FVSU McNair Scholars Program completed its first project year in 2017-2018 with a total of 13 participants completing scholarly activities. For the 2018-2019 project year, projections show an increase to a total of 17 participants. The level of support each McNair participant receives includes seminars and workshops that address graduate school topics, tutoring, academic counseling, assistance with securing financial aid, admission assistance, mentoring, exposure to cultural enrichment events/academic programs, research conferences, graduate school visits and fairs, test preparation, research internships, and assistance with graduate school admission fees. The support is provided for up to three years from the sophomore to senior year and serves undergraduate students.

16. **Office of Judicial Affairs:** The Office of Judicial Affairs supports the university's educational mission and goals by engaging and empowering students, staff, and faculty in the process of creating a safe, orderly, and positive environment. Efforts facilitate and support community values, standards, and expectations that enhance just and/or fair disciplinary processes, student learning, and restorative justice, as well as support student intervention efforts.

The Office of Judicial Affairs receives all complaints and incident reports regarding possible infractions of the Student Code of Conduct. They also schedule judicial hearing and implement the discipline process. This division is responsible for ensuring that students are familiar with the Student Code of Conduct, and they disseminate it to students electronically each year. Presentations are also made to new students during NSO and in the freshman seminar course which helps reduce the number of Student Code of Conduct violations by communicating university standards of behavior on an

ongoing basis.

17. **Online Education:** The Online Learning office provides information and guidance to distance learning students to support their learning needs and promote their connection to the FVSU community. The office works to keep online students engaged with their instructors and fellow classmates as they enroll in courses and complete degrees. Resources provided by the department include the following:

- The **FVSU Online Education** website is the central point of information regarding FVSU online programs and courses including tuition, fees, and access to the learning management system;
- The Orientation to Online Learning tutorial and quiz is required for students before beginning the registration process. This ensures students are aware of the how online courses are delivered and the types of activities they can expect in their degree program;
- Individual online courses include contact information for the departments of Online Education, Academic Counseling and Disability Services, Student Health and Counseling Services, and Academic Advising. These departments are available to address any health, technological, or academic needs online students may encounter;
- The Bright Space/D2L Help Center is an online support website maintained by the USG, available from within online courses or the FVSU website; and
- Usage data indicated that the Director of Online Learning provided an average of three hours per week of assistance to online faculty including rubrics, assessments, and new course development.

18. **Registrar:** The Registrar's Office coordinates the registration process, processes grade changes, produces transcripts, and serves as the cornerstone of academic integrity at FVSU. The office is a customer-centered organization whose mission is to preserve academic integrity; ensure adherence to academic policy; safeguard the security of academic records; provide course and classroom management; and provide student information and data reporting for internal and external constituencies of the university.

19. **Student Health & Counseling Services:** FVSU offers emergency and preventative medical services along with access to trained mental health counselors. The Florence J. Hunt Student Health and Wellness Center provides students with proactive primary prevention services, medical and clinical services, and confidential personal counseling assistance with life issues such as stress, emotional problems, alcohol and drug issues, relationships, and physical and emotional abuse. Services are free for students registered for six or more credits. The Office of Student Health and Counseling Services reported 1,335 student health visits for the 2018-2019 academic year with 516 students seeking counseling services.
20. **Testing & Assessments Services:** FVSU provides a variety of testing and assessment services to evaluate the educational level of each student. Testing options available to faculty and students include the Computer-adapted Placement Assessment and Support Services (COMPASS), Collegiate Assessment of Academic Proficiency Examination (CAAP), College Level Examination Program (CLEP), Major Field Test (MFT), and Graduate Record Examination (GRE) Subject Tests. Testing services are available to main campus, WRC, and online students. FVSU administers these tests to approximately 1,000 students each semester.
21. **Veterans Services:** FVSU assists veterans in using earned Veterans Affairs (VA) benefits such as the Post-9/11 GI Bill Education Benefit Program, Vocational Rehabilitation and Employment Vet Success Program, and Reserve Education Assistance Program. Approximately 200 FVSU students per academic year utilize VA or other military benefits.
22. **Tutorial & Supplemental Instructional Services:** FVSU provides students help with academic challenges through extra-classroom tutoring. The mission of Tutorial Services is to provide the best free useful resources available to meet the needs of students through different tutorial methods designed to provide one-on-one assistance,

supplemental instruction, and group tutorial support for undergraduate students. All tutorial services are provided and supervised in an academic assistance lab. Approximately, 20 percent of FVSU students receive such services in a typical semester.

23. The [Reading and Writing Lab](#) offers one-on-one tutoring and group workshops focused on literacy skills, reading, reading comprehension, and writing. The lab provides resources for both students and faculty and services including:

- Individualized and group test preparation;
- individualized tutoring with English faculty;
- intensive writing courses and assignments;
- access to computers and printing in a bright, friendly environment;
- English and Spanish tutoring;
- workshops on grammar; and
- a quiet atmosphere that promotes learning.

Peer tutors are available for assistance with critical thinking practice, research papers, essays, and portfolios from conception to the final draft; they also provide students the opportunity for one-on-one or group sessions.

All students, including those online and at the WRC, have access to current information about the abovementioned services through the FVSU student activity calendar, email, and the information platform, OrgSync. OrgSync provides daily updates related to all student support services (e.g., campus activities, academic support service offerings, and student leadership and engagement opportunities) and upcoming activities designed to enhance the FVSU student experience. The following table illustrates FVSU's utilization of OrgSync to notify students of support services:

Semester	Link
Spring 2017	OrgSync, Spring 2017
Fall 2017	OrgSync, Fall 2017

Spring 2018	OrgSync, Spring 2018
Fall 2019	OrgSync, Spring 2019

The WRC only offers classes to graduate students. There are currently 179 graduate students enrolled at the WRC and 57% of these students reside in middle Georgia. FVSU provides support services to these students through personnel dedicated to assist with admission, academic advising, registration, library services, registration, and personal technology support. Comprehensive efforts are underway to promote fee payment through the online payment system, remote access to bookstore items, and the digitization of necessary forms so graduate students at the WRC do not have to travel to the main campus.

FVSU is committed to supporting all students enrolled in its programs. Students enrolled in online courses or in courses taught at off-campus instructional sites have access to the student support services to meet their respective needs. Many student support services described above are available to students regardless of mode or location of instructional delivery. While some services can only be made available to students enrolled in courses on the main campus of FVSU (e.g., housing and recreation), many services can be accessed from any location through units' websites and other mass communications.

Academic Support Services for FVSU Faculty

The [Center for Teaching and Learning](#) offers programming designed to nurture the professional development of new and veteran faculty and supports research efforts in the context of scholarship of teaching and learning. The center supports efforts to maintain and enhance effective teaching by advancing a collegial culture of inquiry about learning and teaching. Programs offered by the center included:

1. The [New Faculty and Staff Orientations](#) welcome new employees to the university. It provides new employees with the opportunity to learn about an array of information ranging from policies to resources. Orientation consists of tracks based on the employee's status and position. Workshops are offered throughout the year; however, the faculty track





















is set up by cohorts and is offered at the beginning of fall and spring semesters. Each employee will meet at least once a month during the semester with the supervisor for evaluation/development sessions.

2. The [FYI Series](#) is designed to provide a platform for faculty and staff to share research and information with the campus and community from conferences funded by Title III. However, non-Title III funded events are also welcomed. The series also engages the audience through discussions of critical research from an array of disciplines and is held monthly. It allows development of new and first-time presenters by providing them an audience to offer feedback.
3. The [Writing & Research Groups](#) offer faculty an opportunity to collaborate for writing productivity, collegiality, and to exchange topic ideas across disciplines. Groups are formed by specific topic areas and types of writing (i.e., creative, article/book publications, and grants). Groups have scheduled writing times, brainstorming sessions, reading, and discussions. Each group will work with a research mentor to assist with research formulation, publication process, and to serve as a peer reviewer.
4. [Courageous Conversations](#) is a forum to address relevant issues in society that may affect students and their futures. Students will be able to participate in a Q&A-format panel of diverse individuals who are knowledgeable about the topics of focus. The goal of the forum is to share ideas in an effort to increase awareness and discuss ways that FVSU can impart positive change.
5. The purpose of the [Roundtable Sessions](#) is to promote engagement between faculty, staff, and students through the discussion of various issues. Students have an opportunity to share concerns and ideas with faculty and staff. Discussions are used to enhance teaching, learning, and service to better assist students in academic and professional success. The Roundtables are held within each school (i.e., Agriculture, Family Sciences, and Technology, Arts and Sciences, and Education and Professional Studies). Roundtables meet mid-semester.

Student Satisfaction Survey

FVSU conducts periodic student satisfaction surveys on various topics. The most recent [Student Satisfaction Survey Instrument](#) was compiled in December 2018 and presents the following results concerning student services of the university ([Student Satisfaction Survey Results](#)). Over 90% of students thought library facilities and services was important, and 70% were satisfied with library facilities and services. Over 95% of students thought the infirmary/wellness center was important, and 70% were satisfied with the infirmary/wellness center. Over 90% of students thought residence hall services and programs were important, and over 50% were satisfied with the residence hall services and programs. Over 90% of students thought the cafeteria/food services was important, and only 40% were satisfied with the cafeteria/food services. Over 95% of students thought the parking was important, and only 44% were satisfied with the parking. Over 90% of students thought the college bookstore was important, and over 60% were satisfied with the college bookstore. Over 90% of students thought the classroom facilities was important, and over 60% were satisfied with the classroom facilities. There was a 68% satisfaction rate for the university overall.

Supporting Documentation

-  [Dr. Paul Jones](#)
-  [Dr. T. Ramon Stuart](#)
-  [Mr. Jesse Kane](#)
-  [Warner Robins Center \(WRC\)](#)
-  [eCampus](#)
-  [Academic Advising](#)
-  [University College](#)
-  [Stevie L. Lawrence](#)
-  [Jocelyn Powell](#)
-  [Ala-Torya Cranford](#)
-  [Davida Curtis](#)
-  [Victoria Sturn](#)
-  [Rosie Petties](#)
-  [Heidi Gregg](#)
-  [Shameka Powers](#)
-  [Joyce Brown](#)
-  [Kareem Kenny](#)
-  [Kenneth Brown](#)
-  [Admissions & Recruitment](#)
-  [New Student Orientation](#)

-  [Campus Life](#)
-  [D2L](#)
-  [Disability Services](#)
-  [Financial Aid](#)
-  [2018-19 IPEDS Student Financial Aid Report](#)
-  [Food Services](#)
-  [Helpdesk](#)
-  [Housing & Residential Life](#)
-  [Library](#)
-  [McNair Program](#)
-  [Office of Judicial Affairs](#)
-  [Online Education](#)
-  [Registrar](#)
-  [Student Health & Counseling Services](#)
-  [Testing & Assessments Services](#)
-  [Veterans Services](#)
-  [Tutorial & Supplemental Instructional Services](#)
-  [Reading and Writing Lab](#)
-  [OrgSync](#)
-  [Center for Teaching and Learning](#)
-  [New Faculty and Staff Orientations](#)
-  [FYI Series](#)
-  [Writing & Research Groups](#)
-  [Courageous Conversations](#)
-  [Roundtable Sessions](#)
-  [Student Satisfaction Survey Instrument](#)
-  [Student Satisfaction Survey Results](#)

12.2 The institution ensures an adequate number of academic and student support services staff with appropriate education or experience in student support service areas to accomplish the mission of the institution. (*Student support services staff*)

Judgment

☒ Compliance ☐ Non-Compliance ☐ Not Applicable

Narrative

This narrative focuses on the educational credentials and related experience of the student and academic affairs professionals who head the academic and student support services and programs outlined in Standard 12.1 and who are responsible for accomplishing their support services missions. As the narrative demonstrates below, these professional staff are highly qualified to lead their academic and student support services units.

FVSU is committed to providing exceptional experiences for students both in and out of the classroom. Out-of-classroom experiences are coordinated through the Division of Student Affairs and Enrollment Management. Realizing the critical nature campus student engagement has on student success, FVSU is equally committed to hiring highly proficient student affairs professionals who have world-class knowledge of student development theory and how it impacts students directly. To accomplish this, FVSU relies, in part, on guidance from various professional organizations within higher education including the National Association of Student Personnel Administrators' Principles of Good Practice for Student Affairs. Specifically, FVSU seeks individuals who have demonstrated success in the following:

1. Engaging student in active learning;
2. Helping student develop coherent values and ethical standards;
3. Setting and communicating high expectations for student learning;
4. Using systemic inquiry to improve student and institutional performance;
5. Using resources effectively to achieve institutional missions and goals;
6. Forging educational partnerships that advance student learning; and
7. Building supportive and inclusive communities.

The Division of Student Affairs and Enrollment Management staff possess appropriate credentials and experiences in the areas for which they are responsible. The unit adheres to employment standards that are consistent with its purpose and the mission of FVSU. FVSU's employment process requires that each applicant provide a detailed application, resume, and cover letter that address the requirements outlined in the job description and three letters of recommendation. A search committee follows guidelines consistent with the USG, federal, and state laws. Applications are screened to assure that only the most qualified candidates are invited to interview for the advertised position. Credentials of all staff who are hired are kept on file in the human resources office.

Student affairs follows the policies for Administrative and Staff Evaluation that are outlined in the [Office of Human Resources](#) for evaluating the performance and effectiveness of staff. All classified staff are evaluated annually during the spring semester evaluation period for all university employees.

All members of student affairs are encouraged to pursue professional growth and training. Each unit within the division is given a travel allocation to encourage engagement in professional development opportunities. The approval of requests for travel must include a description of how the experience is relevant to the staff member's job, as well as how student learning and/or development will be improved by participating in the professional development. Within these parameters, staff attend conferences and workshops sponsored by national and state-wide professional agencies and organizations yearly.

The chart below lists the Student Affairs and Enrollment Management personnel who are at the director level and above, with information on academic preparation and resumes.

Student Affairs and Enrollment Management Personnel

Position	Name	Degree
Vice President	Jesse Kane	M.A.
Dean of Students	Wallace Keese	M.A.
Director, Center for Student Engagement	LuWanna Williams	M.S.
Director of Financial Aid	Kimberly Morris	M.S.
Interim Director of Admissions	Angela Starling	Ph.D.
Assistant Director of Recruitment and Operations	Dennis Gillaird	M.A.
Registrar	Sharee' Lawrence	M.S.
Director, Talent Search/McNair	Shirley McClellan	Ph.D.
Director, Upward Bound	LaVasa Parks	M.A.
Director of Counseling	Jaqueline Caskey-James	M.S.
Director of Outreach	Alvin Lindsey	M.S.
Coordinator of Student Conduct	Chewan Evans	MBA
Director of Campus Life	Brian Byrd	M.A.
Director of Housing/Residence Life	Shawn Modena	B.S.

Supporting Documentation

-  Office of Human Resources
-  Jesse Kane
-  Wallace Keese
-  LuWanna Williams
-  Kimberly Morris
-  Angela Starling
-  Dennis Gillaird
-  Sharee' Lawrence
-  Shirley McClellan
-  LaVasa Parks
-  Jaqueline Caskey-James
-  Alvin Lindsey
-  Chewan Evans
-  Brian Byrd

12.3 The institution publishes clear and appropriate statement of student rights and responsibilities and disseminates the statement to the campus community. (Student rights)

Judgment

☒ Compliance ☐ Non-Compliance ☐ Not Applicable

Narrative

FVSU updates and disseminates to students a student handbook that provides clear and appropriate statements of student rights and responsibilities. The [Student Handbook](#) is disseminated in electronic format to students from the Office of the Dean of Students. Hard copies are available upon request. In addition, the Student Handbook is discussed in great detail during NSO and First-Year Seminar Courses.

FVSU provides teaching, learning, and social interchange in a healthy environment. Accordingly, certain expectations, including rules and regulations, must be communicated and enforced. Such expectations, as set by the university, the governing board, and the government, have been incorporated into a broad and inclusive [Student Code of Conduct](#), which applies to all students enrolled at FVSU whether they attend the main campus, off-campus locations, or online. The Student Code of Conduct clearly articulates the university's expectations for students with regard to their behavior inside and outside of the classroom, and it also includes procedure for students to use to exercise their due process and grievance rights in the campus community. Most violations of the Student Code of Conduct are adjudicated through the Office of the Dean of Students via the student judiciary system. Updates are made to the Student Code of Conduct as policies evolve through the USG and are communicated to students via the university's official e-mail system, as well as in revised annual editions of the Student Handbook which are available on the FVSU website.

The Student Code of Conduct is over 50 pages long and accounts for about half of the content of the Student Handbook. It not only defines responsible and irresponsible student behavior in great detail, but also addresses the processes used to address such behavior and the possible sanctions that may be imposed when the code is violated. Student rights are also addressed in detail.

Detailed Descriptions of FVSU's Published Student Rights and Responsibilities

The table of contents for the 2017 Student Handbook (revised as of August 14, 2017) as listed below outlines the Student Code of Conduct's key policy statements and their related procedural processes. The links provided permit the easy retrieval of particular policy statements of interest.

1. [Student Code of Conduct:](#)
2. [Inappropriate Conduct \(page 56\)](#)
3. [Conduct Violations \(page 57\)](#)
4. [Regent's Policy on Student Conduct \(page 67\)](#)
5. [Structure and Procedure of the Judicial System \(page 67\)](#)
6. [Student Adjudication Process \(page 73\)](#)
7. [Regent's Policy on Disruptive Behavior \(page 80\)](#)
8. [Free Speech Policy \(page 80\)](#)
9. [Dispute Resolution Policy \(page 82\)](#)
10. [Regent's Policy on Alcohol and Drugs on Campus \(page 89\)](#)
11. [University Policy on Drugs and Alcohol \(page 89\)](#)
12. [Federal and State Laws \(page 90\)](#)
13. [Regent's Policy Statement on Harassment \(page 91\)](#)
14. [Regent's Sexual Misconduct Policy \(page 91\)](#)
15. [USDA Non-Discrimination Requirements \(page 97\)](#)
16. [University Tobacco/Smoke-Free Policy \(page 100\)](#)
17. [Animals on Campus Policy \(page 101\)](#)
18. [The Family Educational Rights and Privacy Act \(page 103\)](#)

Evidence of Policy Adherence and Enforcement

[Sample Case 1](#)






Supporting Documentation



[Student Handbook](#)



[Student Code of Conduct](#)

-  Inappropriate Conduct (page 56)
-  Conduct Violations (page 57)
-  Regent's Policy on Student Conduct (page 67)
-  Structure and Procedure of the Judicial System (page 67)
-  Student Adjudication Process (page 73)
-  Regent's Policy on Disruptive Behavior (page 80)
-  Free Speech Policy (page 80)
-  Dispute Resolution Policy (page 82)
-  Regent's Policy on Alcohol and Drugs on Campus (page 89)
-  University Policy on Drugs and Alcohol (page 89)
-  Federal and State Laws (page 90)
-  Regent's Policy Statement on Harassment (page 91)
-  Regent's Sexual Misconduct Policy (page 91)
-  USDA Non-Discrimination Requirements (page 97)
-  University Tobacco/Smoke-Free Policy (page 100)
-  Animals on Campus Policy (page 101)
-  The Family Educational Rights and Privacy Act (page 103)
-  Sample Evidence of Policy Adherence and Enforcement

12.4 The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC. (Student complaints)

Judgment

☒ Compliance ☐ Non-Compliance ☐ Not Applicable

Narrative

The Office of Student Success and Enrollment Management is committed to equal treatment to all members of the university community with regard to their personal and professional concerns. The primary objective of the student complaint procedure is to ensure that concerns are promptly dealt with and resolutions reached in a fair and just manner. Every effort is made to resolve complaints made by students at FVSU. Students may file a complaint for negative experiences with any university unit or department by accessing the FVSU [Student Complaint and Incident Reporting Form](#). If the complaint is made by a distance learning student, there is a [Distance Learning Complaints Form](#) available. All student complaints should be referred to the Vice President for Student Success and Enrollment Management in writing either through FVSU e-mail or mailed to the office. The vice president does not make decisions outside the scope of his or her area of authority. However, the vice president, along with the dean of students, may serve as advisor to the student through the entire process.

Once a complaint form is submitted, it is received by the Compliance Office, who also serves as the [Maxient](#) administrator, which is the storage system for student complaints. The complaint is then distributed to the manager of the unit identified as the source of the complaint, as well as the appropriate vice president. The supervisor is responsible for reporting the resolution of the complaint back to the Compliance Office and the student is notified of all remedies. Once a resolution is met, the complaint is then closed. The record of complaints is made available to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) upon request.

Definition

A complaint, as defined under the Campus Life and Dean of Students/Student Complaints and Conduct portion of the FVSU webpage, is a dissatisfaction or disagreement with any decision or action that effects FVSU students. Complaints covered by policies already in place (e.g., student employment, grade appeals, sexual harassment, discrimination, student conduct, etc.) are excluded from these guidelines.

Student Dispute Resolution Policy

The purpose of the student grievance process for both academic and non-academic grievances/complaints is to furnish students enrolled at FVSU with a formal, standardized method for seeking a resolution when the student believes he or she has been treated unjustly or improperly by a faculty or staff member. A student may seek a solution to an unresolved difference with a faculty or staff member through the student grievance process. Students seeking a redress of grievances may do so without fear of reprisal.







A full Student Grievance/Complaint Policy may be found on pages 82-89 of the [Student Handbook](#), most recently revised August 2017. The student complaint and appeals procedures may also be found through a link located on the Student Life tab at the top of the university's webpage to gain access to the Office of Campus Life and Dean of Students page. By clicking on the student complaints and conduct tab on the left, students will also be able to access the [Student Complaint and Incident Reporting Form](#) located at the bottom of the [Office of Campus Life and Dean of Students](#) page. The [Student Handbook](#) is provided to all new students during orientation and an electronic copy is sent to all students enrolled during each academic year. A hard copy is always available in the Offices of Campus Life, Student Affairs and Enrollment Management. All departments within the university have access to an electronic copy of the [Student Handbook](#).

Storage and Tracking Student Grievances/Complaints

Student grievances are originated, tracked, and stored according to the student grievance tracking form from onset of a grievance/complaint to completion using an electronic system [Maxient](#) to

expedite the complaint to appropriate personnel as specified in detail on pages 82-89 of the [Student Handbook](#). SACSCOC complaint procedures for both academic (i.e., grade and academic appeals) and non-academic grievances/complaints, including contact information for SACSCOC, is also published in the FVSU [2019-20 University Catalog](#).

Supporting Documentation

-  [Student Complaint and Incident Reporting Form](#)
-  [Distance Learning Complaints Form](#)
-  [Maxient](#)
-  [Office of Campus Life and Dean of Students](#)
-  [Student Handbook](#)
-  [2019-20 University Catalog](#)

12.5 The institution protects the security, confidentiality, and integrity of its student records and maintains security measures to protect and back up data. (*Student records*)

Judgment

☒ Compliance ☐ Non-Compliance ☐ Not Applicable

Narrative

FVSU is in compliance with Standard 12.5. The institution employs a number of techniques to protect the security, confidentiality, and integrity of its student records and maintains security measures to protect and back up data.

FVSU's policies and procedures for access to student records are published in the [Undergraduate and Graduate catalogs](#). Federal Educational Rights and Privacy Act (FERPA) regulations are incorporated in these policies and procedures, which clearly states that the university cannot release student information without written consent of the student. Situations, circumstances, and types of information that can be released without students' written consent, such as directory information, are also described in these policies.

Personnel who maintain and have access to student records are made aware of [FERPA](#) and receive periodic training, including specific student information that cannot be shared. Two organizations that provide yearly training on FERPA are the [American Association of Collegiate Registrars and Admissions Officers \(AACRAO\)](#) and the [Records Management and Archives Committee](#) of the Board of Regents (BoR) of the USG. Personnel in the Registrar's and Admissions Offices attend these trainings to ensure they are adhering to all regulations and guidelines.

Any requests for student records through an open records request must be approved by the [Office of the University Counsel](#). Requests for information that include student information must have that information redacted before the documents are released through open records. No individual student's academic information is released without the student's written consent.

Hard copy records in the Office of Registrar, including official transcripts and other admissions materials, are maintained in fire-proof cabinets to ensure their security, with access limited to authorized personnel. Once records are received at the university, they become the property of the USG BoR and access to these records is limited only to necessary personnel with official university business.

Electronic information in the form of Banner student information data which includes student financial, academic, and medical records are stored and backed up by the [University System of Georgia Information Technology Services](#) (USG ITS) group. The USG has mandated a centralized operations of Banner for all USG institutions. FVSU has used the USG ITS for the past several years. USG ITS is responsible for all backups, redundancy, and disaster recovery/business continuation of the Banner system for FVSU. The USG ITS provides nightly backups of the systems and performs disaster recovery testing as they deem appropriate. Documents that are stored in the Document Management System are protected by FVSU's Office of Information Technology, which maintains a secondary data center. Backups of these records are stored in two separate locations on campus to provide redundant copies of data to protect against system failures and disasters. Nightly backups are made of the Banner Document Management System (BDMS) which are retained in a two-week rotation. FVSU utilizes a backup system in the primary data center, as well as a secondary backup in a secondary data center. The secondary data center is capable of restoring the BDMS system should the primary data center be offline. The backup system generates a daily job completion email which is reviewed by the systems administrators to ensure nightly backups are completing without errors.

FVSU has a dedicated Information Security Officer who works with [USG Cybersecurity](#) group to ensure confidentiality, integrity, and availability of FVSU information system assets. Student information is safeguarded through enhanced technology and through training of employees who access it. FVSU creates, maintains, and prepares documents to ensure compliance with FERPA and Gramm-Leach-Bliley Act (GLBA). FVSU has a documented incident response plan to prepare and address potential information security issues. FVSU also has a documented cybersecurity program and strategic cybersecurity plan that enhances the robustness of cybersecurity at FVSU.

There are procedures in place to provide cyber security training to all FVSU employees to combat against the ever-changing cyber threat landscape.

Supporting Documentation



2019-20 Undergraduate and Graduate Catalogs



American Association of Collegiate Registrars and Admissions Officers (AACRAO)



Records Management and Archives Committee of USG



Office of the University Counsel



USG Information Technology Handbook, 2019



University System of Georgia Cybersecurity

12.6 The institution provides information and guidance to help student borrowers understand how to manage their debt and repay their loans. (*Student debt*)

Judgment

☒ Compliance ☐ Non-Compliance ☐ Not Applicable

Narrative

FVSU is in compliance with Standard 12.6. The Office of Financial Aid provides information, guidance, and several tools to assist student borrowers on understanding loans, managing their debt, and repaying their loans.

Once a student applies for financial aid, their eligibility is determined by the U.S. Department of Education (US DoED). If a student is awarded a loan, they must complete entrance counseling and sign a master promissory note (MPN) before the loans are disbursed. During entrance counseling, borrowers will learn about different direct loans, rights and responsibilities, managing expenses, and other financial resources to consider that may help pay for their education. The information and materials used in [entrance counseling](#) are provided in the supporting documentation. The [MPN](#) explains the terms and conditions of the loans and also offers tentative repayment amounts based on the loan totals. A name-redacted example of an MPN is shown in the supporting documentation.

Along with completing entrance counseling and signing an MPN, when a student withdraws, drops below half-time, or graduates, they are required to complete [exit counseling](#). During their exit counseling session, students will receive loan summaries from the National Student Loan Database System (NSLDS), repayment options, estimated payment options, what to do if they are having trouble paying their loan details, information on discharging and/or forgiving student loans, and provided access to a budget calculator. This information is emailed to students and it is accessible through the FVSU website [Student Loan Information](#).

It is increasingly important for institutions to help students manage the debt they incur while obtaining their degrees. Recognizing this, FVSU has implemented methods of not only providing a quality academic experience for students, but also teaching them about financial literacy as part











of that experience. A USG initiative aimed at addressing this issue is the “[Know More, Borrow Less](#)” campaign. The newly launched [financial literacy campaign](#) streamlines the federal student aid process and helps all students make smart borrowing choices. New services include standardized debt notifications and award letters that recommend a loan amount rather than just offering the maximum available and also makes clear what students’ monthly payment will be and what it will be if they borrow more. To reinforce this, FVSU has also engaged in institutional efforts to help student make better financial decisions. Topics such as responsible borrowing, building and maintaining wealth, avoiding the pitfalls of credit card debt, and homeownership all educate students on issues that will directly impact their success while in college and beyond. With the help of partners like [HomeFree, USA’s Center for Financial Advancement](#), FVSU is able to expose students to industry leaders who are at the forefront of equipping individuals with skills to help them manage their finances in an effective manner.

Another partnership instrumental in increasing financial literacy amongst students is the relationship with [Project Success](#). Project Success is funded by the US DoED and is administered by the [Trellis Company](#), a company that previously serviced student loans. FVSU utilizes their default management services which work with students on loan issues before those loans go into default. Although the Trellis Company does not service the loans, they provide extensive help to students who work with lenders while having trouble making payments.

Default Rate

FVSU’s most recent cohort default rate for the Federal Family Education Loan and Federal Direct Loan programs for FY 2016 was reported in draft format as 13.5%. The rates for FY 2013, FY 2014, and FY 2015 were 16.6%, 15.9%, and 14.5%, respectively. FVSU’s three-year default rates can be found in more detail at the US DoED’s website. Also, see the [Cohort Default Rate History](#) that is documenting FVSU official three-year cohort default rates.

Supporting Documentation

-  Entrance Counseling Brochure
-  Sample of MPN
-  Exit Counseling Brochure
-  Student Loan Information
-  Know More, Borrow Less
-  FVSU Financial Literacy Forum
-  HomeFree, USA's Center for Financial Advancement
-  Project Success
-  Trellis Company
-  Cohort Default Rate History