Workgroup 4 Mission: Demonstrate support of the student experience across all educational experiences, settings, levels, and instructional modalities. Document that UAlbany recruits and admits students whose interests, abilities, experiences, and goals are congruent with its mission and educational offerings. UAlbany commits to student retention, persistence, completion, and success through a coherent and effective support system sustained by qualified professionals, which enhances the quality of the learning environment, contributes to the educational experience, and fosters student success.

Chapter 3: UAlbany Students: Forever Great; Forever Great Danes: This chapter documents compliance with Standards 3 and 4. The chapter provides and overview of the characteristics of the University’s student body and the current efforts by the university to enhance the student learning experience by more effectively using data analytics and providing new opportunities for students to engage in experiential learning opportunities that complement their coursework.

The following criteria should be covered to address Standard 4.

1. 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:
   a. accurate and comprehensive information regarding expenses, financial aid, scholarships, grants, loans, repayment, and refunds;
   b. a process by which students who are not adequately prepared for study at the level for which they have been admitted are identified, placed, and supported in attaining appropriate educational goals;
   c. orientation, advisement, and counseling programs to enhance retention and guide students throughout their educational experience;
   d. processes designed to enhance the successful achievement of students’ educational goals including certificate and degree completion, transfer to other institutions, and post-completion placement;
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2. 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;

3. policies and procedures for the safe and secure maintenance and appropriate release of student information and records;

4. if offered, athletic, student life, and other extracurricular activities that are regulated by the same academic, fiscal, and administrative principles and procedures that govern all other programs;

5. if applicable, adequate and appropriate institutional review and approval of student support services designed, delivered, or assessed by third-party providers; and

6. periodic assessment of the effectiveness of programs supporting the student experience.

The following is a suggested outline for this section of Chapter 3. A great start would be to see how the 2015 Periodic Review Report describes this area. But feel free to craft a different approach. The key to this is weaving coverage of the 6 criteria above into a narrative, and in particular, describing how we assess our student support services and programming (criteria #6 above) and modifications we have made over time as a result of those assessments.

The other section in this chapter will be written by Work Group 3, Design and Delivery of the Student Experience.

- Introduction – Describe our relatively centralized undergraduate admissions and our relatively decentralized graduate admissions processes, and our approach to supporting students to succeed. Reference assessment of student learning covered in chapter 4.

- Supporting Undergraduate Student Success
  - First-year experience programs
  - Living-Learning Communities
  - Writing and Critical Inquiry program
  - EOP
  - Freshman Seminars
  - Honors College
  - Academic policies, enforcement, and their adaptability to student needs
  - UAlbany’s advisement model
  - Tutoring programs
  - Internships and experiential learning initiatives
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- Student Affairs support programs and activities
  - Student Success in Graduate Programs
    - Support functions of the Office of Graduate Studies
    - Degree clearance
    - Academic policies and their enforcement
    - GATA support
    - Other initiatives to support student success in graduate education?

- Support of other educational activities
  - Online learning
  - University in the High Schools program

Suggestion: weave into the discussion analyses of overall retention and graduation rates, student post-graduation activities (e.g., employment vs graduate study), and other various assessments of effectiveness.

And, in an accompanying document provide a bullet point summary of how UAlbany meets these Requirements of Affiliation:

**Requirement 2.** The institution is operational, with students actively enrolled in its degree programs.

**Requirement 8.** The institution systematically evaluates its educational and other programs and makes public how well and in what ways it is accomplishing its purposes.

Include reference to specific documentary evidence.