STUDENT SERVICES – A Checklist for Student Success

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Student success starts with a plan to provide student with the services and support they need the moment they are thinking about joining your campus community. The earlier these start for students the higher success they will have the opportunity to achieve. This checklist is broken down into areas of focus to help prioritize and determine appropriate resources for each service and support structure.

The areas of focus include:

- Academic Services
- Student Life
- Student Engagement
- On-boarding Services
- Research, Community, and Learning Services
- Learning Analytics
- Computer Services
- Special Needs Services
- Ethical Services

Academic Services

☐ Academic Advising

☐ Registration and Records

☐ Admissions

☐ Financial Aid

☐ Student Employment

☐ Bursar Office w/ Online Payment Methods

☐ Library Services

☐ Writing Center

☐ Counseling Services

☐ Health Services

☐ Career Services

☐ Internships

☐ Job Fairs

☐ Coaching

☐ Volunteer Opportunities

☐ Mentoring

☐ Job Preparation – resumes, mock interviews

☐ Database of careers and aid

☐ Database of alumni and employers

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Special Needs Services

- ☐ Disability Services
- ☐ International Student Services
- ☐ LGBTQ Student Services
- ☐ Women's Center
- ☐ Veteran Services
- ☐ Multicultural Student Services

Student Life

- ☐ Transition and Housing Services (Residence Life)
- ☐ Childcare Centers or Resources for Childcare in the Community
- ☐ Dining and Food Services
- ☐ Recreational Facility
- ☐ Intramurals / Sports

Research, Community, and Learning Services

- ☐ Scholarly and Research Support
- ☐ Community Service Learning
- ☐ Cross-curricular teaching and learning opportunities
- ☐ Tutorial Services
- ☐ Exam Proctoring
- ☐ Developmental Learning Services

Ethical Services

- ☐ Campus Ombudsman
- ☐ Student Discipline / Conduct Standards
- ☐ Copyright and Plagiarism Course

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On-boarding Services

☐ College Orientation Program

    ☐ New Student

    ☐ Undergraduate

    ☐ Graduate

    ☐ International Students

☐ Cultural Sensitivity Training

    ☐ Faculty and Staff

    ☐ Students

☐ Study Abroad Programs with Financial Assistance

☐ Services for Traveling to Other Countries (passport support, cultural training, travel information)

☐ ESL and ABE Courses

☐ New Student Camps

    ☐ Freshman Camps

    ☐ Transfer Camps

Engagement Programs

☐ Learning Communities

☐ Student Leadership Opportunities

☐ Student Ambassadors

☐ Student Government

☐ Student Mentoring

☐ Faculty / Student Collaborations and Mentoring

Computer Services

☐ Technical Support

☐ SIS Support

☐ LMS Support

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Learning and Institutional Analytics

☐ Understanding Student Progress

☐ Helping At-Risk Students

☐ Retaining Students

☐ Reducing DFW's

☐ Coaching and Mentoring Students

☐ Advising Students

☐ Helping Students Progress (F -> D, D -> C, C -> B, B -> A)

☐ Redesign of Curriculum and Course Progression

☐ Providing Alignment Between Outcomes and Degrees

☐ Providing Alignment Between Degrees and Career Paths

☐ Recruitment and Marketing

Bookstore and Technology Store

☐ Book and School Supplies

☐ Technology Software and Tools

It is important to look at these areas from both an on-ground and an online student population. All areas, when possible, should have equivalent opportunities for both traditional and virtual students. Therefore, you should take this checklist and complete it for your on-ground students and for the online students to make sure you have achieved optimal student support for all your students.