



CR 2.10 | Student Support

The institution provides student support programs, services, and activities consistent with its mission that are intended to promote student learning and enhance the development of its students.

Compliance Finding: IN COMPLIANCE

Narrative:

The University of South Carolina Beaufort (USCB) provides student support programs, services, and activities consistent with its mission that are intended to promote student learning and enhance the development of its students.

In partnership, the various units within the University offer services and programs designed to complement and enrich the classroom experience. They strive to meet the developmental needs of a diverse student population and prepare students to take an active role in achieving their intellectual and interpersonal potential. This collaboration supports the University's [Mission](#) which states USCB will provide “an active program of co-curricular activities and athletics” while serving a “diverse student body, including military personnel, veterans and their dependents”. Additionally, USCB provides “continuing education, artistic and cultural offerings..., and life-long learning opportunities.”

Table 1: Student Profile

Fall 2013 Student Profile		
Enrollment		1724
Full-time Equivalency (FTE)		1457
Average Student Age		24
Gender	61%	Female
	39%	Male
Race	62.1%	White
	19.1%	African American
	5.2%	Hispanic
	3.2%	Two or More Races
	0.8%	Asian
	0.7%	Non-Resident Alien
	0.3%	American Indian/Alaska Native
	0.2%	Hawaiian or Pacific Islander
	8.4%	Unknown
Enrollment Status	80%	Full-Time
	20%	Part-Time
Pell Grant Recipients (2013/14)		733 (43%)
Average SAT/ACT		929 / 20
Average High School GPA		3.31
Residency	84%	In-State
	16%	Out-of-State
Military		162

To determine the student services needed, USCB administers various surveys. The Office of Institutional Effectiveness and Research conducts a survey of graduating seniors to gauge their satisfaction with their educational experiences, the quality of services, and their employment intentions ([2012-13](#), [2013-14](#)). Departments conduct unit-specific surveys to evaluate student satisfaction with services offered and identify additional service needs. As an example, the Housing Office conducts a [Quality of Life Survey](#) geared toward evaluating student satisfaction with their on-campus housing experiences.

Distance and Correspondence Education

Student support services and programs are available to all students, whether they are taking courses on the Historic Beaufort (HB) campus, the Hilton Head Gateway (HHG) campus, or via distance education. USCB does not have any degrees that are available totally through distance education, but some programs offer select courses using distance education technology. The student support services are available to students taking these courses and can be accessed using multiple modalities, including telephone, email, Skype, online, and face-to-face on campus. For example, Library resources are available through the USCB website, Admissions counseling is available through email or over the telephone, books can be ordered through the USCB Bookstore website and delivered to the student's home, and tutoring can be provided by telephone or Skype. No credit-bearing courses are offered at off-campus instructional sites, and USCB does not offer correspondence courses.

Availability of Services

USCB is one university in two locations. Table 2 reflects the availability of student support services, programs, and activities to students taking courses on the Historic Beaufort (HB) campus, on the Hilton Head Gateway (HHG) campus, and via distance education. No degrees are offered totally online, which means students taking distance education courses are required to be on campus for part of their coursework.

Table 2: Availability of Student Support Services

Service	Campus		Distance Education
	HB	HHG	
Academic Affairs			
"Call Me Mister"	see narrative	X	see narrative
Library	X	X	X
Advancement			
Development / Alumni Relations	X	X	X
Athletics			
Athletics	see narrative	X	see narrative
Club Sports	see narrative	X	see narrative
Intramurals, Recreation, & Fitness	X	X	see narrative
Community Outreach			
Art Galleries	X	see narrative	see narrative
Center for the Arts	X	see narrative	see narrative
Continuing Education	X	X	see narrative
OLLI	X	X	see narrative
Enrollment Management			
Admissions/Recruitment	X	X	X
Financial Aid and Veterans Affairs	X	X	X
Military Programs	X	X	X
Registrar	X	X	X
Finance & Operations			
Bookstore	X	X	X
Bursar	X	X	X
Dining	X	X	N/A
Public Safety	X	X	N/A
Information Technology Services and Support			
Computer Support	X	X	X
Helpdesk	X	X	X
Student Development			
Career Services	X	X	X
Counseling / Disability Services	X	X	X
Housing and Judicial Affairs	X	X	see narrative
Student Life			
Clubs and Organizations	X	X	see narrative
Events and Programming	X	X	see narrative
Leadership Opportunities	X	X	see narrative
Orientation	X	X	X
Student Government Association	X	X	X
Volunteerism	X	X	
Student Success Center			
Academic Advising	X	X	X
Tutoring	X	X	X
Writing Center	X	X	X

DESCRIPTION OF SERVICES

ACADEMIC AFFAIRS

Call Me MISTER. Call Me MISTER is a national recruitment and support program designed to increase the number of male elementary school teachers with diverse backgrounds. Program participants are typically selected from under-served, socio-economically disadvantaged and educationally at risk communities. Due to the low number of males who choose elementary grades teaching as a profession, especially minority males, the program is critical for providing role models for young students of all ethnic and cultural backgrounds. MISTER is an acronym for "Mentors Instructing Students Toward Effective Role Models." Although Call me MISTER is available to all students who meet the requirements, it is based on the HHG campus and requires in-person meetings and school visits. Students who meet the requirements but take some courses on the HB campus or via distance education can participate if they are willing to travel to the HHG campus for these meetings.

Library. The primary function of the USCB Libraries is to support the educational goals of the University, as expressed through its programs and curriculum. The Library provides educational resources to USCB students, faculty, and staff. Community patrons and the general public are welcome to visit both locations and use the library's resources on-site, with limited borrowing privileges. The HB campus and HHG campus libraries house a variety of collections, including online journals and databases, digital collections, government documents, and local history collections.

ADVANCEMENT

Development/Alumni Relations. The Office of Development works to provide academic, athletic, and other scholarships to those students who, by past performance, have demonstrated their ability and desire to excel. The Development office also works to support the educational programs of the University, to promote and aid in providing continuing educational programs for faculty, alumni, and other interested parties, and to aid in the development of new and innovative programs which will benefit USCB.

The mission of the Alumni Office is to provide programs and services for USCB alumni. Programs and events keep alumni in touch, informed and invested in each other and in USCB. Membership in the Alumni Association is open to all graduates, past, present and future, as well as those who have earned at least thirty credit hours at USCB and have a continued interest in the University.

ATHLETICS

USCB competes as a member of The Sun conference of the National Association of Intercollegiate Athletics (NAIA), in men's and women's Golf and Cross Country and Track and Field, as well as men's Baseball and women's Soccer and Softball. The Coordinator for Intramurals, Recreation, and Club sports is a member of the Athletic Staff. All students enrolled in classes on the HB campus, on the HHG campus, and via distance education are invited to participate in Athletics; Club Sports; and Intramurals, Recreation, and Fitness activities and use

their services. The athletic teams and club sports are housed on the Hilton Head Gateway campus, requiring the students to travel to that campus to participate.

Athletics. Intercollegiate sports are offered in men's and women's Golf and Cross Country and Track and Field, as well as men's Baseball and women's Soccer and Softball. USCB athletics exists to enhance the student life experience by providing positive collegiate athletic experiences to our students and supporters.

Club Sports. Club Sports are offered in a variety of activities depending on the initiative and interest expressed by the students. Students not interested or able to compete at the intercollegiate athletics level, or in sports not supported by intercollegiate athletics, are encouraged to take part in the sport of their choosing to enhance their physical activity, social network and emotional well-being.

Intramurals, Recreation, and Fitness. Intramurals provide students with fun, exercise, and competition, while encouraging team spirit and good sportsmanship. Recreational opportunities give students a fun and safe way to experience hiking, camping, white water rafting, bowling, skiing, and other activities. While these activities are open to all students enrolled on the HB campus, on the HHG campus, and via distance education, and although travel from campuses to off-site locations for activities is generally included, students must be able to travel to the appropriate campus to participate. Fitness centers are provided on both the HHG campus and the HB campus. The fitness centers are outfitted with a wide variety of equipment designed to meet the needs of everyone, including free weights, cardio machines, circuit machines, and yoga and stretching mats.

COMMUNITY OUTREACH

Programs that improve life/job skills are available through the Community Outreach office. This office oversees the art galleries, Continuing Education, Center for the Arts, and Osher Lifelong Learning Institute (OLLI). While all students enrolled in classes on the HB campus, on the HHG campus, and via distance education are invited to participate in all community outreach activities and use their services, because the art galleries and the Center for the Arts are located on the HB campus, the students must be able to travel to that campus to participate. Similarly, in order to participate, students taking courses via distance education must be able to travel to the location of any of the continuing education and OLLI activities.

Art Galleries. USCB's primary art gallery, the Sea Islands Center, is located on the HB campus. Additional gallery space is located in the Center for the Arts on the HB campus. These galleries support the Studio Art program by providing display space for faculty, students, and visiting artists.

Center for the Arts. USCB's Center for the Arts broadens educational opportunities to experience the joy of participating in the arts. It encourages cultural and economic development within the City and County of Beaufort by hosting art exhibits, theatrical events, concerts, and other performances. It is also home to the USCB Festival Series hosted by Ed Arron.

Continuing Education. Continuing Education offers programs that advance the mission of the institution by providing forums for learning and personal enrichment to the community at large. These programs provide opportunities for USCB student-community engagement and volunteerism.

OLLI. Osher Lifelong Learning Institute at USCB is devoted to providing quality, intellectually stimulating, not-for-credit, educational classes and programs specifically developed for adults who are age 50 and older. Any adult who is interested in lifelong learning is welcome to join. There are no educational requirements. Backgrounds may differ, but all participants share a desire to keep intellectually active. These programs also provide volunteer and community engagement opportunities for USCB students.

ENROLLMENT MANAGEMENT

Admissions/Recruitment. The Admissions Office accepts, reviews for compliance with admissions criteria, and processes all applications for undergraduate study. The office also implements strategies to build a highly-qualified pool of applicants.

Financial Aid and Veterans Affairs. The Office of Financial Aid and Veterans Affairs supports the mission of USCB by administering financial aid and veterans affairs programs to assist students in financing their education.

Military Programs. The Office of Military Programs provides support for active duty military, veterans, and their dependents within the tri-command area (Beaufort Navy Hospital, Marine Corps Air Station, and Parris Island).

Registrar. The Office of the Registrar provides academic services related to records and registration to students, faculty, staff, and alumni.

FINANCE & OPERATIONS

Bookstore. The USCB Bookstore, under the management of Barnes and Noble, serves the campus community at the Hilton Head Gateway campus. Inventory includes all required textbooks, supplementary materials, study aids, school supplies and USCB Sand Shark imprinted clothing and gift items. Students taking classes on the HB campus or via distance education may access pricing and purchasing information at the Shark's Cover Bookstore website. Secure online purchasing is provided along with updated postings of purchasing, refund, and buyback deadlines. Sand Shark merchandise is also available for purchase through the website. Purchases can be shipped directly to the student's home.

Bursar. The Bursar's Office is responsible for all aspects of student financial services: accepting accounts receivable payments, distributing scholarships, financial aid, and student loan checks, collecting delinquent student accounts, and handling student and campus department deposits. The Bursar has locations at both campuses and the services are available to distance education students as well.

Dining. All Campus Dining is operated through a contract with Chartwells Corporation. On the HHG campus the primary dining facility for both commuters and residential students is the Sandbar in the Student Center. The library of the HHG campus also houses the Hawks' Nest cafe, which serves sandwiches and snacks as well as coffee and other drinks.

The Outtakes Cafe is a unique and vibrant location in the heart of the HB campus. This cafe features FAIR TRADE Starbucks coffee, espresso and made to order smoothies as well as a full selection of hot or cold meals for every dining service. Ready-to-eat Deli selections are also available for those who need to eat on the run.

University Police. The USCB Department of Public Safety is comprised of ten state-certified police officers and a contingent of public safety personnel. The Department of Public Safety offers 24-hour coverage with immediate response to calls for service. Escort service is provided for students arriving or moving around campus after dark and can be arranged by telephone.

INFORMATION TECHNOLOGY SUPPORT SERVICES

Computer Support. The Office of Information Technology Services and Support (ITSS) at USCB provides a wide array of technology, along with related support and guidance to facilitate the accomplishment of the Institution's mission. This encompasses phone service, network management, server management, Audio Visual support, Enhanced Classroom technology, desktop support and instructional technology. Protecting the security of University assets and data is a critical component of the ITSS unit mission.

Helpdesk. The helpdesk is staffed by both student employees and professionals and is a user support office available to students (including distance education students), faculty and staff.

STUDENT DEVELOPMENT

In summer of 2013, the University made the decision to move the offices of Military Programs, Financial Aid, Admissions, and the Registrar to a new Enrollment Management Unit headed by its own Vice Chancellor. In addition to Student Life and Housing and Judicial Affairs, the Vice Chancellor for Student Development is responsible for the Student Success Center composed of Career Services, Counseling and Disability Services, Academic Advising, Academic Support, and Tutoring.

Career Services. Career Services provides comprehensive career planning services to all students at USCB. Career Services provides assessments that help students identify career fields that fit with their interests. To help students gain experience within their chosen field, Career Services partners with academic departments to provide appropriate career-related and experiential learning opportunities through employment and internships. In addition, online postings of available positions are provided through the College Central Network, Facebook and other social media as a way to connect students with employers. As students enter their senior year and begin looking for permanent employment, individual appointments and group sessions are available through Career Services to help students with resumes, cover letters, interviewing

skills, and job search strategies. Career Services also provides workshops and Career Fairs each academic year. In addition, Career Services follows up with recent graduates concerning their current employment.

Counseling and Disability Services. In the fall of 2008, the responsibility for coordinating student disability services was combined with the Office of Career Services. This arrangement continued until the Fall of 2011. During this period counseling was available to students through the contracted service of an outside licensed Psychologist. To provide more extensive services for students, and to consult with faculty and staff about students as needed, a Coordinator for Counseling and Disability Services was hired in Fall 2011. From a counseling perspective, the Coordinator works individually with students who are experiencing difficulties and consults with faculty and staff to assist students to succeed. In addition, the Coordinator oversees the Behavioral Interventions Team (Students of Concern Committee) and provides training, including suicide prevention training, for faculty, staff and students, and student programming on a number of wellness and mental health issues. With regard to disability services, the Coordinator refers individuals to qualified educational psychologists for testing, determines reasonable accommodations based on individual assessments, provides letters to professors regarding a student's accommodations, and evaluates the effectiveness of accommodations upon completion of each semester via meetings with each student.

Housing and Judicial Affairs. Housing is available on both the HB campus and the HHG campus. Since 2009, USCB has added housing with 374 beds, bringing the total to 650 beds. Housing conducts Quality of Life Surveys every year and has experienced a growth in participation by upper-class students.

The Judicial Affairs Office is committed to providing and ensuring a campus climate fostering the development of each student. The staff facilitates the process by which students pursue non-academic grievances within the campus community and enforces the Student Code of Conduct. Judicial Affairs also distributes the USCB Student Handbook via the USCB website (and by hardcopy upon request). The USCB Student Handbook includes the Student Code of Conduct and hearing procedures. Students enrolled in courses offered via distance education can access the supports provided by the Judicial Affairs Office via email, telephone, and other media.

Student Life. The Office of Student Life is committed to a holistic approach to the student's personal development. The office publishes a weekly events calendar disseminated through email to students, faculty, and staff, and produces periodic newsletters posted in high-traffic areas. The Campus Center, built in 2009, has greatly enhanced the student programming by providing dedicated space for student activities.

Student Life collaborates with units across USCB to integrate co-curricular activities into the students' overall university experience. These include:

- Clubs and organization: Academic and special interest,
- Events and programming,

- Leadership opportunities,
- Orientation for all new students,
- Student Government Association advisement, and
- Volunteerism and service learning.

While all students enrolled in classes on the HB campus, the HHG campus, and via distance education are invited to participate in all student life activities and use their services, some of the events, programs, and organizations can only be delivered in face-to-face formats. This requires the students enrolled in distance education courses to travel to campus to participate.

Clubs and Organizations. A variety of clubs and organizations are available to students. All clubs are available to students from both campuses as well as students taking distance education courses. Some clubs and organizations are general interest and open to all students while others have specific membership criteria (GPA, major, class standing). Officers are elected by the club or organization members. Students wishing to start a new club/organization follow the charter process as described in the USCB Student Handbook. The Office of Student Life oversees the budget allocations to each organization according to the guidelines in the USCB Student Handbook. Student Life assists clubs and organizations with scheduling and facilitating programs and events.

Events and Programming. The Office of Student Life provides programming to students throughout the academic year. The programs include a variety of themed and cultural events that complement and enrich the classroom experience, meet the developmental needs of a diverse population, and prepare students to take an active role in achieving their potential. Programs are selected in consultation with the student-led Sand Shark Productions advisory board. All USCB students have access to programs sponsored by the Office of Student Life.

Leadership Opportunities. Leadership experience is available to all students through student organization and club officer positions. These officers and aspiring officers participate in leadership training opportunities offered through USCB, the USC system, and external associations, including the National Association of Campus Activities.

Orientation. Upon being admitted to USCB, students receive a letter notifying them of the orientation dates. Orientation is required for first-year students and strongly recommended for transfer students. Orientation consists of a day of information sessions led by faculty, staff and currently enrolled students and culminates with advisement and course selection. USCB also offers orientation sessions designed for parents.

Student Government Association (SGA). All USCB students are members of the SGA. The governing body of the SGA is the Senate which consists of an Executive Board (President, Vice President, Treasurer and Secretary General) and thirteen student Senators. The Director of Student Life is the advisor to the SGA. The organization's constitution can be found in the USCB Student Handbook. The SGA President sits on the Chancellor's Cabinet. The Senate and the Executive Board each meet twice monthly.

Volunteerism. USCB offers a wide range of volunteer and service learning opportunities. Along with the student organization “Sand Sharks for Service”, a volunteer database of over 60 organizations that need student assistance is maintained. Students enrolled in distance education courses can request volunteer opportunities. USCB will provide coordination as opportunities are available and requested. Beginning in the fall of 2009, community service and volunteer efforts have been coordinated by an AmeriCorps/VISTA staff member. The efforts of the AmeriCorps/VISTA employee have increased student involvement in service activities. In 2012-13, over 66,000 hours of service and volunteerism were generated by USCB students.

Student Success Center

Academic Advising. Academic advisors are committed to helping students identify and evaluate academic paths that appear to be in their best interest. Advisement at USCB is a collaborative, continuous process of evaluation and clarification, a process leading to student development, growth, and maturity. Keeping the students' life goals in mind, students and advisors define and assess choices and consequences, ranging from degree program selection to course selection - not only *what* to take but also *why* to take it. While the advisors' role is critical in this process, the ultimate responsibility for advisement decisions rests with students. Advisors take a personal interest in students, guiding them toward a program appropriate for their academic and career aims as well as for life's requirements and challenges.

Tutoring. Free academic tutoring services are available to all currently enrolled USCB students to help them succeed in the classroom by aiding them in gaining a deeper understanding of course material, by assisting them in developing better study skills, and by promoting a positive attitude toward learning. Tutoring services are performed by both peer and professional tutors.

Writing Center. The USCB Writing Center offers one-on-one writing tutoring services with both professional and peer tutors, assisting students with writing topics such as organization, style, and grammar and mechanics. Throughout each semester, regular workshops for students in English 101 and 102, as well as university-wide workshops on common writing topics such as citation and essay exams, are offered.

Supporting Documents

1. [USCB Mission](#)
2. [2012-13 USCB Graduate Survey-Satisfaction with Services](#)
3. [2013-14 USCB Graduate Survey-Satisfaction with Services](#)
4. [2013-14 Quality of Life Survey](#)
5. [Student Services Websites Screenshots—Combined](#)