SACSCOC Principles Training: Student Support Services

**Key Take Away:** “An effective institution provides appropriate academic and student support programs and services, consistent with the institution’s mission, that enhance the educational and personal development experience(s) of students at all levels; contribute to the achievement of teaching and learning outcomes; ensure student success in meeting the goals of the educational programs; and provide an appropriate range of support services and programs to students at all locations.” (Section 12, SACSCOC 2018 Principles of Accreditation)

**Information Provided to Reviewers:**
- Written Institutional Narrative
- Supporting Evidence
- Reports of Previous Committees (if applicable)
- Institutional Summary Form

**Primary Student Services Standards**

(CR= Core Requirement, CS= Comprehensive Standard, FR= Federal Requirement, R= Revised Standard)

- **CS 3.4.9: R 12.1**
  - 12.1: The institution provides appropriate academic and student support programs, services, and activities consistent with its mission.

- **CS 3.3.1.3: R 8.2.c**
  - 8.2.c: The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results in the areas below:
    - (c) academic and student services that support student success

- **CR 2.5: R 7.1**
  - 7.1: The institution engages in ongoing, comprehensive, and integrated research-based planning and evaluation processes that
    - (a) focus on institutional quality and effectiveness and
    - (b) incorporate a systematic review of institutional goals and outcomes consistent with its mission

- **CR 2.10: R 12.1**
  - 12.1: The institution provides appropriate academic and student support programs, services, and activities consistent with its mission.

- **FR 4.5: R 12.4**
  - 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.

14.4: The institution

- (a) represents itself accurately to all U.S. Department of Education recognized accrediting agencies with which it holds accreditation and
- (b) informs those agencies of any change of accreditation status, including the imposition of public sanctions.

(See SACSCOC’s policy “Accrediting Decisions of Other Agencies.”)

10.9: The institution ensures the quality and integrity of the work recorded when an institution transcripts courses or credits as its own when offered through a cooperative academic arrangement. The institution maintains formal agreements between the parties involved, and the institution regularly evaluates such agreements.

12.4, in part: 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.

14.3: The institution applies all appropriate standards and policies to its distance learning programs, branch campuses, and off-campus instructional sites.

14.1: The institution

- (a) accurately represents its accreditation status and publishes the name, address, and telephone number of SACSCOC in accordance with SACSCOC’s requirements and federal policy and
- (b) ensures all its branch campuses include the name of that institution and make it clear that their accreditation is dependent on the continued accreditation of the parent campus.

10.3: The institution ensures the availability of archived official catalogs, digital or print, with relevant information for course and degree requirements sufficient to serve former and returning students.

10.5: The institution publishes admissions policies consistent with its mission. Recruitment materials and presentations accurately represent the practices, policies, and accreditation status of the institution. The institution also ensures that independent contractors or agents used for recruiting purposes and for admission activities are governed by the same principles and policies as institutional employees.

- CS 3.9.1: R 12.3
- 12.3: The institution publishes clear and appropriate statement(s) of student rights and responsibilities and disseminates the statement(s) to the campus community

- CS 3.9.2: R 12.5
- 12.5: The institution protects the security, confidentiality, and integrity of its student records and maintains security measures to protect and back up data

- CS 3.9.3: R 12.2
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.

- **FR 4.6:** R 10.5
  - 10.5: The institution publishes admissions policies consistent with its mission. Recruitment materials and presentations accurately represent the practices, policies, and accreditation status of the institution. The institution also ensures that independent contractors or agents used for recruiting purposes and for admission activities are governed by the same principles and policies as institutional employees.

- **FR 4.8.2:** R 10.6 a.b.c
  - 10.6: An institution that offers distance or correspondence education:
    - (a) ensures that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit.
    - (b) has a written procedure for protecting the privacy of students enrolled in distance and correspondence education courses or programs.
    - (c) ensures that students are notified in writing at the time of registration or enrollment of any projected additional student charges associated with verification of student identity.

- **CR 2.4:** R 2.1
  - 2.1: The institution has a clearly defined, comprehensive, and published mission specific to the institution and appropriate for higher education. The mission addresses teaching and learning and, where applicable, research and public service.

- **CR 2.12:** R 7.2, in part
  - 7.2: The institution has a Quality Enhancement Plan that (a) has a topic identified through its ongoing, comprehensive planning and evaluation processes; (b) has broad-based support of institutional constituencies; (c) focuses on improving specific student learning outcomes and/or student success; (d) commits resources to initiate, implement and complete the QEP; and (e) includes a plan to assess achievement.

- **CS 3.3.2:** R 7.2, in part
  - 7.2: The institution has a Quality Enhancement Plan that (a) has a topic identified through its ongoing, comprehensive planning and evaluation processes; (b) has broad-based support of institutional constituencies; (c) focuses on improving specific student learning outcomes and/or student success; (d) commits resources to initiate, implement and complete the QEP; and (e) includes a plan to assess achievement.