

## 3.D - Core Component 3.D

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The institution provides support for student learning and effective teaching.

1. The institution provides student support services suited to the needs of its student populations.
2. The institution provides for learning support and preparatory instruction to address the academic needs of its students. It has a process for directing entering students to courses and programs for which the students are adequately prepared.
3. The institution provides academic advising suited to its programs and the needs of its students.
4. The institution provides to students and instructors the infrastructure and resources necessary to support effective teaching and learning (technological infrastructure, scientific laboratories, libraries, performance spaces, clinical practice sites, museum collections, as appropriate to the institution's offerings).
5. The institution provides to students guidance in the effective use of research and information resources.

### Argument

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**3.D.1.** ISU's [Division of Student Affairs](#) and Division of Academic Affairs provide a wide range of student support services to meet students' needs.

#### Examples of Services offered through the Division of Student Affairs

The [Dean of Students Office](#) provides a wide range of programs including the Academic Success Center, Greek Affairs, Hixson Center, National Student Exchange, Judicial Affairs, LGBT Services, Margaret Sloss Women's Center, Multicultural Student Affairs, Student Assistance and Outreach, Student Disability Resources, and the Writing and Media Center.

The [Office of International Students and Scholars](#) supports nearly 4,000 international students, coordinating required government paperwork for students to study in the U.S., providing orientation courses, and organizing social and cultural programming to assist students in their acclimation to studying in the U.S.

The [Thielen Student Health Center](#), a full-service medical clinic on campus, is staffed by physicians, advanced registered nurse practitioners and nurses who provide primary health care needs. It was awarded full 3-year accreditation in 2013. In addition to a full array of clinical services, the Center offers prevention programs, automated communication systems, pharmacy and physical therapy services.

[Student Counseling Services \(SCS\)](#) provides assessment and treatment options to help students with mental health concerns. Approximately 1,500 new students visit SCS each year, resulting in over 12,000 individual and group appointments. SCS offers crisis, individual, group, and couples therapy for a variety of presenting concerns including: anxiety, depression, adjustment, identity and personal goals, family and relationship concerns, trauma recovery and disordered eating. Quickstart workshops build skills across 5 areas of common distress for students. SCS also has a Biofeedback program which uses specialized computer technologies to allow students to learn and practice skills to reduce stress and anxiety.

SCS provides career counseling to students having difficulty choosing a major and/or making decisions about their futures after college. Career counseling can be supplemented with specialized assessments. One-on-one counseling allows students to meet individually with a trained clinician to address a variety of issues from developmental needs to treatment of mental illness. There is also a strong group program at SCS, providing over 15 groups each semester that allow students to gain insight and awareness regarding a variety of concerns.

### **ISU Veterans Center**

The ISU Veterans Center was opened in 2012 to address the unique challenges veterans and their families face as they transition into a university setting. This includes VA Certifying Officials, Accounts Receivables, Financial Aid and other programs related to college and family life enrichment. [Retention rates of veterans](#) vary greatly across years, but average about 70%, 60% and 55% for 1, 2, and 3-years into the degree program; these rates are 15% lower than for non-veterans. The Veterans Center staff is partnering with others across campus to improve the success and experience for veterans. On the positive note, an analysis by career services offices showed that veterans had post-graduation placement rates higher than the university average. ISU has been named a Military Friendly School by Victory Media and one of Military Times' 2015 Best Colleges for Veterans.

Beginning Summer Term 2015, all U.S. Veterans, military personnel, and their children and spouses/domestic partners began receiving in-state residency for admission and tuition purposes. This change to extend residency adjoins with the Home Base Iowa Initiative, and goes beyond the mandate of the Veterans Access, Choice & Accountability Act of 2014.

### **Department of Residence**

The [Department of Residence \(DoR\) Annual Report FY14](#) shows the DoR fosters curricular and co-curricular opportunities, and provides quality facilities and services that enhance student development in a residential living/learning environment. DoR advances student success by providing supportive and inclusive living/learning communities. The DoR is dedicated to providing a student-centered, co-curricular environment that enhances the academic mission of the university, and which embodies the belief that learning at ISU has no physical boundaries. Evidence of the DoR's commitment to student success is demonstrated in the DoR leadership and financial support in bringing the early alert system MAP-Works® (Making Achievement Possible) to the ISU campus. (More details on MAP-Works is provided in 4.C.3.)

### **Examples of Services offered through the Division of Academic Affairs**

The Division of Academic Affairs offers services both at the institutional level and within academic colleges. The following are meant to showcase a selection of available programs and services.

The [University Honors Program](#) provides curricular and co-curricular opportunities and promotes an enriched academic environment for students of high ability, regardless of major, who are interested in taking advantage of educational and intellectual opportunities and challenges. These include the pursuit of a broad liberal education, the ability to individualize the student's program of study, access to graduate-level courses, and the opportunity to be involved in research projects.

[ISU Career Services](#) offers a broad range of programs and services for undergraduate and graduate students, alumni, and employers. A coordinated network of college-based offices provide one-on-one counseling and workshops to assist students in developing their own career paths and strategies. The offices also collaborate to offer a unified CyHire system that connects students to internship and full-

time hire positions, interviews, career fair attendees and more.

[Program for Women in Science and Engineering](#) is a university wide program that provides K-12 outreach and support to undergraduate students in science, technology, engineering and mathematics fields across the university.

### **Evidence that services are meeting student needs**

The NSSE 2013 Engagement Campus Environment Indicators for [first-year](#) students and [seniors](#) show that ISU engages and supports student needs compared to AAU and Carnegie peers. ISU exceeds the Carnegie peer average by several percentage points for every indicator of supportive environment, including the provision of learning support services, social involvement, recreation, health care and counseling. Students' rating of interactions with the following services are 9-10 percentage points higher than Carnegie class peers: interaction with advisors, interactions with student services, and interactions with other resources such as the registrar and financial aid.

**3.D.2.** ISU provides a strong orientation program that assists [97 percent of all new undergraduates](#). A two-day orientation program is held in June and early July for new direct from high school students. Transfer students have the option of participating in a one-day on-campus orientation or an online orientation program. The Office of International Students and Scholars provides an additional week of orientation activities for new incoming international students, including TOEFL testing. A key component of all orientation programs is a one-on-one meeting with an academic adviser to plan first semester courses.

Academic departments provide guidance on their websites on how to appropriately place students in key entry-level courses (such as math and English), using information such as high school courses taken, ACT test scores, TOEFL scores, etc. The mathematics department uses the ALEKS online placement exam to determine the appropriate starting math course for students. Non-native English-speakers take an English Placement test as a part of orientation. During the orientation advising meeting, the student and academic adviser review these placement recommendations to determine the best "starting courses."

### **Developmental Courses/Program**

ISU offers developmental courses in three subject areas: mathematics (Math 10), English (English 099R, 099L, and 101 for non-native speakers), and chemistry (Chem 50). Students taking these developmental courses can also enroll in other regular courses to make progress towards their degree. The table below provides enrollment information for these courses.

| Dept | Course # | Total Fall 2014 and Spring 2015 Enrollment |
|------|----------|--|
| MATH | 10       | 304  |
| ENGL | 99L      | 184  |
| ENGL | 99R      | 190  |

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|------|------|-----|
| ENGL | 101B | 139 |
| ENGL | 101C | 390 |
| ENGL | 101D | 184 |
| CHEM | 50   | 134 |

ISU offers an Intensive English and Orientation Program (IEOP) for international students who meet all other admissions requirements, but are below the acceptable TOEFL score for admission. IEOP is a full-time English immersion program that helps international students develop English proficiency. Students who successfully complete IEOP can enroll at ISU as regular degree-seeking students. In 2014-2015 academic year, there were 209 students enrolled in IEOP.

For students without the required number of years of high school world languages, ISU offers a course that allows students to make-up this incoming deficiency in Spanish by taking a one-semester review and accelerated course, Spanish 97. A total of 171 students were enrolled in this course in 2014-2015.

### Support Programs

ISU supports the academic success of its students through centralized university organized programs (such as tutoring), and departmental help rooms in key disciplines (e.g. math, chemistry, and physics). Two of the centralized academic support centers are described below.

#### Academic Success Center (ASC)

The [Academic Success Center](#) provides support to improve undergraduate student success and retention. Tutoring and Supplemental Instruction (SI) comprise nearly 85% of those efforts. The remaining 15% are directed to academic outreach/coaching and coordination of the academic skills course - PSYCH 131. All these areas served a record numbers of students in 2014. PSYCH 131 is a partnership between the Department of Psychology and the ASC; 757 students enrolled in the course FY13-S14 and 91.8% of those completing the class passed.

Academic Outreach/Coaching (AI) helps students identify obstacles in their academic achievement and progress. Supplemental Instruction (SI) consists of group study sessions for selected difficult courses, emphasizing both what-to-learn and how-to-learn. Participation and contact hour counts for SI during FY 14 were both the highest numbers in the history of SI at ISU. Tutoring Services coordinates the process of obtaining or becoming a tutor. Individual applications for tutoring increased 22% in the past year.

#### Writing and Media Center (WMC)

WMC [services](#) are available for students at all levels. The center serves as a cross-curricular hub for all writers, in all disciplines, and also aligns with ISU's mission of inclusiveness as a land-grant institution. Usage grew significantly during 2014, and tutoring increased 31.6% in the last year alone. Surveys indicate high satisfaction with WMC services. Over 97% are *satisfied* or *highly satisfied* with what they and the tutor accomplished. Respondents rated tutors as "very clear, "appropriately

critical,” and “encouraging.”

**3.D.3.** ISU provides academic guidance for undergraduate, graduate and D.V.M. students through a variety of structures that meet the needs of students. All degree-seeking students, including distance education students, are assigned to an academic adviser (undergraduate), major professor (graduate), or faculty contact (Vet Med). Non-degree seeking students are generally assigned an adviser within the appropriate college office.

### **Undergraduate Academic Advising**

According to a summary of [ISU Academic Advising Structure](#), 512 employees were assigned at least one advisee in Fall 2014. Over 81% of advisers are faculty, highlighting the faculty-focused advising system, and the importance of faculty-student interaction at ISU. Each college establishes its own structure for advising and provides coordination in their central administration. Some departments rely exclusively on professional staff advisers, or exclusively on faculty advisers, while others use professional advisers for the first year or two, then transition students to faculty advisers for upper-division students.

Evidence of successful provision of academic advising suited to student needs is noted in [NSSE 2013 Engagement Indicators CE-FY](#) which indicates that 59% of first-year ISU students claim their interactions with academic advisers as very good to excellent; 13% higher than the Carnegie class average.

The University Academic Advising Committee (UAAC) conducted a survey of all degree-seeking undergraduate students in 2012. Students identified their primary academic adviser, and were asked about the type and number of interactions. [A total of 9,274 students \(41%\) responded](#). Summaries were provided to 233 advisers and indicated that they had contacted their adviser an average of 3.32 times, and also met face-to-face an average of 2.33 times. With 22,675 degree-seeking undergraduate students enrolled during Fall 2011, those averages indicate that advisers logged more than 52,000 face-to-face meetings and more than 75,000 other contacts with students during that semester. Over 76% of students rated their adviser’s overall effectiveness as excellent or good.

### **Graduate Student Advising**

Graduate student advising is achieved through a major professor and the student’s Program of Study (POS) Committee. The [Graduate Handbook \(Chapter 6\)](#) provides details on the composition of POS Committees, the roles of the major professor and the committee members. Students pursuing a graduate certificate are assigned a graduate adviser.

### **Veterinary Medicine Advising**

The College of Veterinary Medicine assigns each student a faculty contact with dual roles as a mentor, and to give advice about the best elective courses and experiences needed for the student’s career path. The faculty contact’s responsibility is to meet with their student to discuss career goals, direct them to appropriate professional resources in their area of interest, provide letters of recommendation upon request, counsel them through academic concerns, and direct them to appropriate university offices when necessary.

**3.D.4.** ISU provides a rich set of physical and electronic learning opportunities for students. Physically, ISU has over [200 university-assigned classrooms and nearly 400 total learning spaces](#) on campus. Over 90% of general assignment classrooms are equipped with technology to support teaching needs. Supporting facilities across campus include numerous computer labs, student collaborative spaces, and associated printing facilities. A top tier of ISU classrooms are equipped with technology which enables active learning. There are also about 400 department conference rooms, labs, seminar spaces and recording classroom/studios with presentation equipment. Proctored testing centers provide students with flexible scheduling of exams while enabling faculty to utilize class time to its fullest. Over 600 portable media equipment items are available for student use.

### **IT - Learning Management System**

ISU uses Blackboard, the nation's leader in the integration of third-party electronic tools. ISU has developed a process for vetting and integrating Blackboard tools, which include publisher content, student engagement, and anti-plagiarism systems.

[Blackboard use at ISU has grown from 4,000 in 2004 to 33,000 students in 2014.](#) The system is enhanced by 24 separate 3<sup>rd</sup>-party learning technology software integrations. This electronic learning infrastructure is the basis for ISU's blended and online learning courses. Multiple college-based entities provide online learning resources to support distance, blended, and residence education. In 2014, a total of 8,596 course sections utilized at least some part of the Blackboard system, with at least 95% of the student body utilizing Blackboard and its extended software every semester.

CELT has provided 245 Blackboard workshops and training sessions since 2006. It also facilitates a monthly Blackboard user group meeting to support faculty and staff.

ISU's general IT infrastructure support is highlighted in 5.A.1.

### **CAC**

The Computation Advisory Committee (CAC) is made up of faculty, staff, and students from across campus. It has responsibility of [overseeing expenditures of the Student Technology Fee](#). CAC advises the Provost on policies related to the collection, distribution, and use of the fees. Currently students pay \$115 (\$95 for graduate students), with some colleges charging more to support more extensive equipment and software needs (e.g. Engineering at \$223). This yielded over \$7 million in the past year, which was spent on structures to support technological infrastructure and services for students. CAC provides resources for computing labs, student printing allocations, software licenses for student usage, support of wireless network expansions, etc. Departments can also submit proposals to request funding from CAC for special projects. A [summary of recent CAC projects](#) funded is provided.

### **University Library**

The University Library is an academic administrative unit which serves the entire campus, with a \$22,647,496 budget, 120 employees, and 102 student assistants. The Library includes the Parks Library, which houses the main collections and library services, the e-Library, the Veterinary Medical Library, and subject based reading rooms for Design and Mathematics. The Library provides an extensive array of print, electronic, and non-print resources and services to support the University's mission. In its self-study for an external review, the [Library reported holdings in its collection](#) of 3,017,893 volumes, purchasing 69,667 books and 100,528 journals annually, 91,461 electronic journal titles, and millions of other resources (microform, photographs, slides, maps, videos, etc.).

The e-Library supports a wide variety of ways to access the Library general collection, full-text journals, article indexes and databases, ebooks, unique digital collections, archives and manuscripts, and other research tools. Moreover, the e-Library provides a full cadre of electronic-based library services (e.g. reference, interlibrary loan, circulation, reserve, and instruction).

### **Farms and Lands**

University farms and lands are used broadly for student learning/classes. Woodlands, prairies, ponds, and streams are also used as outdoor classrooms for classes in the natural sciences, ecology and agriculture. About 5,000 students each semester either have classes on, or use specimens from, the university farms.

Approximately 300 students annually gain valuable experiences as employees on university farms. These experiences benefit both the students and the university. ISU's Science With Practice program couples these paid work experiences (many on farms) with structured classroom activities related to goal setting, journaling, and presentations.

### **Museums**

University Museums fosters understanding and delight in the visual arts with a focus on the creative interactions between arts and sciences. The museums allocate a majority of resources to fulfill this educational mission, and nurtures knowledge of and appreciation for ISU's cultural heritage and present cultural context. The museums consist of the Brunnier Art Museum, the Farm House Museum, the Christian Petersen Art Museum and the Anderson Sculpture Garden in and around the renovated Morrill Hall, and the Art on Campus Collection and Program.

**3.D.5.** Beyond the curriculum offerings (see 3.B.3 for details on Library 160 for undergraduates and 2.E.2. for details on GR ST 565 for graduate students and others conducting research), several tools are available to guide students in the effective use of research and information resources. Currently 181 library guides have been developed to support student research and writing in disciplines across campus (see <http://instr.iastate.libguides.com/>). The Digital Repository @ ISU makes scholarly work from ISU available to all students and staff in a user-friendly format. Questions can be immediately addressed in person at the library, or by using an online chat format, email or phone call. Workshops to enhance information access include topics such as altmetrics, use of Scopus, Endnote applications, and workshops on locating funding sources.

## **Sources**

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- 2013-14 Student Affairs Overview
- Academic Success Center FY14 Annual Report
- Advising Structure Report Fall 2014
- Blackboard\_Learn\_F2014\_usage\_statistics
- CAC Funded Projects 2013-14
- CAC Student Tech Fee Finance Summary 2013-14
- Career-Services-Stats

- Dean of Students Programs FY2014
- Graduate College Handbook Chapter 6
- Honors Program Annual Report 13-14
- ISSO Report FY 2014
- ISU Library - 2014 External Review - Self Study Report
- ISU Residence and Dining - FY14Annual Report
- NSSE 2013 Campus Environment First-Year
- NSSE 2013 Campus Environment Seniors
- Orientation Attendance Numbers
- PWSE 2014-2015-Annual Report
- Space - General University Classrooms and Teaching Labs
- Student Counseling Center Overview FY14
- Student Health FY 2014
- Student Survey of Advising Spring 2012
- Veterans Retention Rates
- Writing and Media Center FY14 Annual Report