

# Student Affairs/Services

*The Handbook of Student Affairs Administration* and professional associations, [NASPA](#) and [ACPA](#), identify typical departments within a division of Student Affairs. Departments may overlap or combined into one office, especially at smaller institutions. Some departments can include:

- **Academic Services**
  - **Academic Advising** the office or department providing student academic services related to course selection, finding a major, study skills, and referrals to tutoring and academic success skills
  - **Academic Success Skills/Tutoring** the office providing intensive tutoring and academic success skill interventions with math, science, writing, and other academic subjects
  - **Assessment and Research** focused on assessment, program evaluation, and research implementation in student services and other academic departments for both accreditation and continual improvement of student services and academic departments
  - **Higher Education Opportunity Programs (HEOP)/Summer Bridge** HEOP/Summer Bridge programs are programs designed to support low-income, first-generation students, including students of color, in intensive academic advising and support either in the summer prior to enrollment and during the regular school year to increase graduation rates and close the attainment gap for poor/working class students and students of color.
- **Admissions, Enrollment, Financial Aid, Orientation**
  - **Admissions** Recruitment of undergraduate and graduate students (often separate offices) from first point-of-contact such as high school visits or college fairs to answering student and family admissions questions, to monitoring submission of applications, to reading applications and making admissions decision recommendations in collaboration with faculty
  - **Enrollment Management** may include Financial Aid, Bursar and Registrar. As well, it can relate to all aspects of incoming students and services provided to them
  - **Financial Aid** assists students in college affordability including the difference between grants, scholarships, work-study, and loans; processing federal and state aid, payment plans; minimizing debt and understanding how student loans cannot be discharged; the benefits of federal versus private loans; loan repayment plans and employers/careers that will reimburse tuition and/or pay off student loans
  - **Orientation and First-Year Experience** provides support and programming for first-year and transfer students, usually includes orientation and may include Family Relations.
- **Alumni and Advancement/Development**
  - **Alumni Services** focuses on graduated students' interests, needs, activities, and information, as well as fundraising
  - **Development/Advancement Services** Development or advancement of the college/university mission through fund-raising including capital campaigns and lobbying work with legislatures in public colleges and universities to provide greater support for public education.

- **Campus Life**

- **Campus Safety** may be law enforcement officers who provide intervention and prevention for campus crime including annual campus crime reporting and campus programs for public safety
- **Community Service** engage students in on- and off-campus community service and experiential learning opportunities Service Learning
- **Commuter/Off-Campus Student Services** - Services for students living off-campus including social programs, transitions, transportation, housing, and dining options,
- **Greek Affairs** includes advising governing councils and recruitment and leadership programs for new and initiated members
- **Judicial Affairs** or Student Conduct office enforces community standards and campus codes of conduct, may include ethical and legal programs/education and mediation for academic and behavioral student concerns and referrals and collaboration with outside police agencies
- **Leadership** Programs provide leadership opportunities including Student Government
- **Student Activities** provides co-curricular programming and advises student organizations and student government. It may include Student Activity Board, student government, and student activity fee disbursement
- **Union/Student Center** operates the student activities center/facility and may include food services/catering or other auxiliary services
- **Veteran's Affairs** provides programs and support for Armed Forces members who have returned to college.

- **Counseling, Health, and Wellness**

- **Career Development** or **Career Services** includes career education, career development, career counseling, job fairs, resume and cover letter workshops, mock interviews, interview placement, internships with employers, and coursework advising needed for graduate/professional programs
- **Counseling Center** provides individual, group and sometimes couple/family counseling, consultation, crisis, and prevention/intervention services for academic, career, and social/emotional/mental health issues by licensed mental health counselors, social workers, psychologists, and psychiatrists counseling staff
- **Health Services** provides medical and/or mental health care, counseling, and consultation, and public health education for individuals and groups
- **Wellness Education** provides services and information on personal wellness including anti-violence education, alcohol and other drug abuse and prevention, nutrition, and finances.

- **Diversity and Inclusion**

- **Disability Support Services** includes providing accommodations and advocacy for students with developmental, emotional, intellectual, learning, and physical disabilities. This office advocates for policies and services relating to accessibility and compliance with the [Americans with Disabilities Act of 1990](#)
- **International Student Services/Study Abroad Programs** assists and supports international students who are not citizens with visas, homesickness, linguistic and

- cultural transitions, and can include programs for citizens who seek Study or Education Abroad programs
- **Multicultural Services** provides support and programs to create an environment of respect and affirmation for students and staff of multiple cultural identities. Offices may include African and African American, Asian/Pacific Islander, Latino/a, Native American Indian, and Multiracial Student services, programs, and supports; a Women's Center, programs, and supports, and a Lesbian, Gay, Bisexual and Transgender Center, programs, and supports.
  - **Spirituality, Faith-based and Religious Services** provide a variety of supports for a range of belief systems at both public and independent institutions.
- **Residence Life**
    - **Residence Life** provides housing, programs, and academic and personal/social support including resident assistants/hall directors for on-campus undergraduate and graduate residents living in traditional residence halls, suites, or apartments, and may include food service
    - **Dining and Food Services** may be auxiliary or part of the student Union and includes meal plans, meal plan options, campus restaurants, and catering services for student events.
  - **Sports and Recreation**
    - **Athletics** includes student services for student athletes in four-year college and university Division I, II, III athletics and Community College athletics including advising, monitoring, and support of student scholarships and student academic, career, and personal-social development
    - **Recreation and Fitness** Programs or Campus Recreation, provides recreational activities such as campus fitness centers that include noncompetitive recreation (weight rooms, pools, exercise equipment and noncredit classes) as well as intramural sports, club sports, and outdoor activities for promoting wellness.