

CS-26
RE-ENVISIONING THE RELATIONSHIP
BETWEEN ACADEMIC AND
STUDENT SERVICES

SPEAKERS

- Dr. Travis Wright – Vice President for Academic and Student Services at Lincoln Memorial University, Harrogate, TN
- Dr. Scott Oliver – Assistant Vice President for Student Services at Lincoln Memorial University, Harrogate, TN



THE SETTING

- Lincoln Memorial University:
 - Private / Level 6
 - Enrollment +4800
 - ≈ 1950 Undergrads
 - ≈ 2850 Graduate and Professional
 - Rurally situated in Harrogate, TN
 - Founded as a memorial to Abraham Lincoln



OVERVIEW

- Opportunities exist for institutions to explore the possibility of uniting Academic Support and Student Services under one division to better address the academic, social, and spiritual needs of students. Lincoln Memorial University has made this transition and will be sharing how this organizational structure has led to improvements in campus culture, communication, and improvements in student outcomes.

BASIS

- In recent years demographers have communicated the challenges facing higher education. As universities see students appear on campus less prepared to interact socially and lacking in academic preparation, organizational adjustments must be made to address these new opportunities which break away from entrenched structures that can create artificial communication barriers. By re-envisioning the relationship between academic support and student services, under one division, intercampus communication can be improved, silos are removed, campus culture is enhanced, and student learning can be improved holistically.

PREVIOUS STRUCTURE

Academic Affairs

- Academic Support
- Institutional Effectiveness
- Library
- Mental Health Counseling
- Accessible Education
- Career Services
- Deans/Faculty Affairs

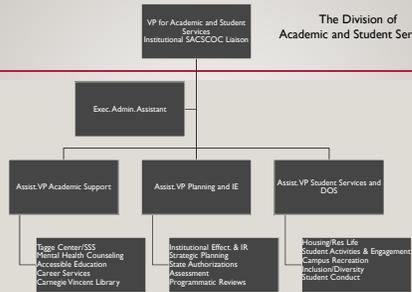
Enrollment Management and Student Services

- Admissions
- Dean of Students
- Housing/Res Life
- Student Life
- Campus Recreation
- Community College Relations

REVISED STRUCTURE



The Division of Academic and Student Services



What do we do?



Academic and Student Support to students from the first day of LMU life

All the way to the completion of their chosen program



DIVISIONAL MISSION STATEMENT

Through the Division of Academic and Student Services:
Lincoln Memorial University will provide a dynamic living-learning experience that impacts students' lives whether they are in the classroom, the dorms, on the athletic fields, engaged in community and regional service opportunities, or taking advantage of the wide variety of student-focused services and activities offered. Our division believes that the best way to do this is to provide exceptional services in an environment where both academic and student services dovetail to positively impact student success.

DIVISIONAL OBJECTIVES

Provide academic and student services that foster academic and social integration to promote retention and student success.

- 8.1 - *Improve the retention, progression, and graduation rates for students in undergraduate, graduate, and professional programs.*
- 8.2 - *To improve the student experience by developing and promoting available services.*
- 8.3 - *Promote the service component of our mission statement to the University community.*
- 8.4 - *Provide appropriate academic support services.*
- 8.5 - *Enhance University libraries and their services.*

CAMPUS CULTURE IMPROVEMENTS

"Baseline Improvements"

More regular and strategic interactions between the students services and academic services areas providing targeted – real time – addressing of specific needs (academic, social, emotional, spiritual, etc.) by routing information more proactively to the appropriate office.

More involvement of academic services in the conversational development of student service policies and procedures providing a more well-rounded approach to policy development

Unintended "Value-Added Improvements"

- More strategic interaction with campus police and security
- More strategic interaction with facilities and maintenance offices
 - Resulting in the division speaking with a more consistent, singular, voice.
- No longer are items just a "student services" issue (housing, activities, etc.) they now include an educational aspect, and the opposite is also true.
 - This has broken the silo'ed communication approach that separated both areas in the past.

COMMUNICATION IMPROVEMENTS

Care Team

• A standing committee that is called at a moment's notice to address real-time crisis situations in the lives of students. Student Services and Academic Support personnel serve on this committee to assess and proactively address issues.

- Membership:
 - Mental Health Counseling (A)
 - Legal
 - Dean of Students (5)
 - Campus Police
 - VP for Academic and Student Services
 - Faculty Member(s) as needed

- New Student Orientation Improvements
 - Once this process was very light on introducing new students to the variety of services offered through academic support, but now all new students are provided a thorough introduction to every aspect of the division.
- Cross-Departmental Communication for addressing student needs
 - Developed "Lincoln's Cupboard" to assist students with food needs
 - Enhanced Student of Concern Committee to address issues before they rise to the CARE team level
- Inclusion of Faculty Athletic Representative
 - Assists in better serving student athlete needs.

STUDENT LEARNING IMPROVEMENTS

- Retention
 - Retention ends up being addressed more readily through the ability to respond more quickly to student concerns
- Graduation
 - Students are able to provide more feedback and administrative interaction throughout their educational experience which results in a more positive student morale and better progress through to graduation
- Conduct Reporting/Resolution and Follow-up
 - The conduct process is enhanced through better melding of educational sanctions and disciplinary methods
