

# INSTRUCTIONAL SUPPORT

## Center for Student Success (CSS)

Through the Center for Student Success, St. Francis College facilitates a positive transition to college and ongoing academic advisement and support for all undergraduate students. Its mission is to provide holistic academic advising services that meet students where they are in their academic journey, as well as to develop strong relationships with students through its advising curriculum. Advisors are assigned to students upon enrollment, and they follow the same students through to graduation. Advisors work to identify strategies for each student that improve the academic and social integration necessary for college student persistence and success, as well as for timely degree completion. The Center facilitates registration onboarding for all incoming freshmen and transfer students, oversees academic planning and course registration for continuing students each term, assists with orientation, as well as works hand in hand with academic support and success programs at the College to connect students to needed resources.

### Academic Advisement

Advisement is an important aspect of each student's academic career. Advisement is an opportunity for students to discuss academic goals, understand degree requirements, and connect to campus resources. It is the responsibility of each student to know and meet graduation and other school requirements and to meet with an academic advisor in the Center for Student Success during the advisement period, as needed. Advising holds are placed on student accounts at specific points during the student's college career to ensure they are checking in with their advisor at pivotal moments in their degree planning. During advisement meetings, advisors assist students with clarification of their educational and career goals, review their academic progress, and assist with selection of an appropriate coursework. Furthermore, each student will have an academic plan built out in Self-Service by their advisor to help create transparency in the academic planning process, and guide the student towards their needed coursework – students can view their academic plans 24/7 in Self-Service. The Center for Student Success is also responsible for the advisement of the College's Student-Athlete population, and employ an Athletics Academic Coordinator to oversee progress towards degree percentages, GPA requirements for the NCAA, and course planning to avoid scheduling conflicts. Students can make appointments with their advisor through the Navigate app.

### Transfer Student Services

St. Francis College actively supports its incoming transfer students throughout their first journey at the college to ease their transition into a new academic community. After acceptance into the college, academic advisors in the Center for Student Success work closely with the college's transfer credit specialists in the Office of Success Partnerships to advise transfer students on their first semester coursework based on incoming credit, a student's academic profile, and major interests during registration sessions. During registration sessions, transfer students review their transfer credits and register for classes with an academic advisor. St. Francis College hosts Transfer Registration Sessions, where transfer students learn about important information about the college and meet with faculty, administration, and staff. Upon the start of the semester, the college hosts many social and academic events for transfers to help them feel at home at SFC and address any concerns they may have. Events include academic workshops, major workshops, advisement and registration support, and social opportunities. Advisors

are always available for transfer students in the Center for Student Success to answer any questions and work one-on-one with students.

### Undeclared Majors

The Center for Student Success provides resources and holistic support for students in their freshman and sophomore year who have not decided on a major (exploratory students). Students are encouraged to explore all the majors offered at St. Francis College and connect with faculty and advisors. Exploratory students will meet with an advisor in the Center for Student Success for one-on-one support in identifying student's academic interests, skills, and occupational goals. An advisor will work with students to determine appropriate courses to aid in the exploratory journey to help students gain a better understanding of a given field. In addition to the individualized attention given to students, CSS hosts a number of events and programs to engage the exploratory student population, such as Meet the Majors, Major & Career Exploration workshops, and Career Planning Seminar. All students are required to declare their major at the end of their sophomore year (upon completing 60 credits).

### First-Year Experience (FYE)

The First Year Experience is designed to provide support to all incoming first-year students during their exciting and challenging transition to college. FYE works to ensure that first-year students are able 1) to integrate and deepen their content knowledge across experiences, 2) to develop essential college-level success skills, 3) to build and hone self-care, self-advocacy, and personal growth, and 4) to generate and foster community, connection and belonging at SFC.

The two key programs within FYE that engage students in these goals include learning communities and the SFC 1001 First-Year Experience course. Learning communities are small cohorts of first-year Terriers linked up through shared courses within the General Education Program. SFC 1001 is a required course for all incoming first-semester students. This course serves as a roadmap for students as they navigate college life from their first day through the end of their first semester. It is designed to provide students with knowledge, resources, engagement, growth, and connections to be successful in their first year and beyond.

One of the most impactful ways in which FYE does this important work with our first-year students is through the Peer Leadership Academy (PLA). The Peer Leadership Academy is designed to provide student leaders with the opportunity to employ their voice, agency, and experience to inform, inspire and challenge their fellow Terriers. The Peer Leadership Academy has two main goals: 1) personal and professional development for the peer leaders and 2) peer support for the success of our incoming first-year students. This academy is entirely driven by student leaders for their student peers.

### The Center for Learning and Leadership (CLL)

Staffed by professional and peer tutors, the CLL gives students the opportunity to develop the skills necessary for academic success and independence at the college level. The Center provides academic support and coaching for content area courses, classroom success skills and offers the following programs and resources to support student persistence:

**Workshops** on a variety of skill development topics including how to take notes, how to be present in class, what it takes to achieve academic excellence, time management, learning strategies everyone should know

and the following writing topics including: starting the essay; thesis development, identifying and gathering pertinent research; and revising strategies are offered each semester.

**Skills Assessment** in Writing and Mathematics are required for all incoming students. Transfer students who have received transfer credit for writing and/or mathematics can be exempt from taking one or both parts of the assessment. Results are used to place students in Composition and Math courses based on their demonstrated proficiency and degree needs.

**Financial Coaching** Support service to help students navigate and comprehend finances in a way that allows for better understanding and advocacy for financial, academic, and personal success. Obstacles to financial success could look like having trouble understanding your student account, filing/refiling for FAFSA and/or TAP, finding additional financial resources, or working on your budgeting skills as a college student. The Finance Coach is available to connect students with resources and information. Through 1-1 sessions or group events, the coach will be able to collaborate on finding and developing solution-based plans towards maximizing success throughout one's college career. Appointments can be made via email, or Navigate Student app.

**Project Access** is an academic support program run by the Center for Learning and Leadership for incoming first-year students who demonstrate a need to develop their reading, writing, critical thinking skills while transitioning to college. The program begins with a Summer Bridge program which serves as a primer for becoming a college student by presenting intensive lessons in reading and writing. This summer component also serves as a bridge to college as it helps new students familiarize themselves with the College's resources prior to the start of the semester, thereby easing the transition. In the fall semester all Project Access students are enrolled in the SFC 0040 course, delivered as two hours of weekly instruction with one academic credit granted. The course focuses on helping students develop sound strategies for academic success that will be applicable across their college experience. Other components of the program include tutoring, peer-led interactions, community building events and programming focused on career readiness and success skill development.

## Removing Obstacles to Success (ROS) Program

Removing Obstacles for Success (ROS) is an early intervention and retention program aimed to help students recover academically. Through academic planning, tutoring, monthly check-ins with the Assistant Director of Academic Resource and Recovery Programs, and one-on-one academic success coaching, students develop the necessary skills to be successful in and out of the classroom. The ROS program supports all students who require academic support, but students who have a cumulative GPA below 2.0 are required to participate each semester. The ROS program works closely with other departments on campus, such as the Center for Student Success, the Health and Wellness Center, Student Activities, and the Career Center, to provide holistic programming to support students.

## The Office of Opportunity Programs

The Office of Opportunity Programs presents programs designed to enhance student success by providing pathways to educational opportunities, resources, community, and professional development.

Situated within the Academic Affairs division of the College, the Office of Opportunity Programs is responsible for overseeing two key programs:

### McGuire Scholars Program

The Robert J. McGuire Scholarship was established in 2015 in support of St. Francis College's mission to make possible the gift of education and opportunity for our future leaders. Thanks to the overwhelming generosity of Mr. Fred Wilpon, former chairman and CEO of the NY Mets, and his wife Judy, as well as other generous McGuire Scholar believers, the program has already provided more than \$6 million in scholarships to more than 100 students.

McGuire Scholars have a dedicated success coach to help provide resources to assist students in achieving their academic and career goals. Scholars participate in regular coaching sessions and they receive a book stipend to help cover the costs of attendance. During the semester, Scholars receive invitations to special events on and off campus throughout the year including skill & professional development workshops, lectures and guest speaker series. These networking opportunities create unique educational experiences which can lead to greater career awareness and preparation, internships and job placement.

To learn more visit: <https://www.sfc.edu/alumni/give/endorowedscholarship/mcguire> (<https://www.sfc.edu/alumni/give/endorowedscholarship/mcguire/>)

### Collegiate Science & Technology Entry Program (CSTEP)

The St. Francis College Collegiate Science and Technology Entry Program (CSTEP) serves undergraduate students interested in the sciences, health related fields, and careers in licensed professions such as psychology, social work, and accounting.

Funded by a grant from the New York State Department of Education, CSTEP fosters academic excellence by ensuring students have the support services, summer programming, financial assistance, and career and research opportunities they need to succeed. Most importantly, CSTEP students are part of a vibrant community of scholars who dream, serve, and achieve together as they pursue their professional goals. By graduation, students in CSTEP are highly prepared to enter the workforce and pursue graduate work in their field of study.

### **STEM Resource Center**

Funded by the Department of Education, Title V Hispanic Serving STEM Success & Articulation grant, the STEM Resource Center (SRC) provides academic support, professional development and career readiness initiatives to students pursuing STEM fields. The STEM Resource Center (SRC) provides focused support to undergraduate students who identify as Hispanic/Latinx or students from lower-income households. Programs and services include- career and professional development coaching to ensure students are on path to pursue their graduate study and careers in STEM, academic support, faculty and peer mentorship, stipends for conducting research, support with participation in academic conferences, STEM community-building events, and more!

## The Office of Accessibility and Accommodations

Accessibility and Accommodations at St. Francis College are committed to ensuring that all individuals with a disability (including learning, physical, mental health, and temporary conditions) are afforded equal access to the programs and services of the college. Accessibility

and Accommodations provides reasonable accommodations to students with documented disabilities. Any student interested in obtaining accommodations should complete the Request for Accommodation form via Accommodate and upload any relevant documentation. Once an application and documentation has been submitted, students will be contacted to participate in an intake appointment to determine which accommodations are reasonable and appropriate. All accommodations decisions are made as part of an interactive process with the Office of Accessibility and Accommodations and the student, and are determined on a case-by-case basis. Once reasonable accommodations have been determined and approved, accommodation letters will be generated and sent to the student's faculty members. For any questions on accommodations or the office, please contact the Office of Accessibility and Accommodations by emailing oaa@sfc.edu or calling 718-489-2040. You can also follow the office on Instagram at @sfc.accessibility.

## The Center for Advancement of Faculty Excellence

Rooted in a long history of faculty achievement and commitment to student success at St. Francis College, the Center for Advancement of Faculty Excellence (CAFE) serves as a locus of support for the faculty of St. Francis. In response to the needs of faculty, the CAFE promotes research, innovation, and high-quality academic engagement through an evidence-based, equity-minded approach to teaching, learning, and faculty development. In its work, the CAFE supports a wide range of institutional goals in alignment with the College's strategic plan, including those related to curriculum design, assessment of student learning, and co-curricular learning.

## Instructional Computing

Technology plays an important role in the academic lives of students at St. Francis College. More than 900 computers are continually upgraded to ensure that state-of-the-art computer hardware. In instructional and general computer lab spaces computers, scanners, printers, internet, and software are available to students and faculty. In our dozens of Smart interactive classrooms and science computer labs we provide our students and faculty the latest technology for their academic disciplines. Each of the College's computers can access file directories and software on local-area-network-based file servers and through the College's Intranet and Internet facilities. High-speed Internet access provides easy access for email and research. Academic departments utilize specialized hardware and software, leveraging technology in the classroom for instructional presentations with Smartboard technology, and introducing technologies related to students' fields of study. Students have the opportunity to work hands-on with the technology they will encounter in the workplace when they begin their professional careers. The College currently provides the following student-centered technology services:

*Canvas Learning Management System* provides access to SFC courses through online syllabi, notes, links to sites, and online discussions/chat sessions. Students and faculty are able to send e#mail to an entire class or a selected group as well as create announcements throughout the semester. Students also have access to "digital drop boxes" for assignments.

*Self-Service* provides students access to academic information, including web registration from any browser. Students can check their records by entering the appropriate SFC login.

The *library* provides an online portal that allows students to use the library's circulation system to access its catalog and select websites from a single, easy-to-use home page.

*SFC Files* provides students access to their files, on campus or remotely, from any web browser using cloud technology. Files stored here are backed up nightly.

*Student Technology Services* provide students with support for Canvas Learning Management System, Self-Service, SFC Files, printing, and other technology resources. Students may contact STS by emailing servicedesk@sfc.edu to create a work order request for help with technology.

### Student Support Technology- Navigate For Students

SFC uses technology to personalize and enhance the student experience journey through an app called Navigate Student! Navigate is a student success tool which brings critical resources and appointment scheduling to students with speed and ease. Students use Navigate to connect with their advisors, schedule appointments with advising and student support services, connect with campus resources, view their course schedule and any holds, connect with a study buddy in any class, stay on track with important To-Do list items and events, and more!

## Information Technology Resources

The primary purpose of student related information technology resources at St. Francis College (SFC) is to enhance and support the educational mission of the College. Access to the College's student related technology resources is a privilege granted to SFC students. These resources include hardware, software, computer accounts, local area networks as well as connections to other computer networks via the Internet. All students using these resources are responsible for using them in an appropriate, ethical and lawful manner. Your use of these resources must conform to laws and College policies regarding protection of intellectual property, including laws and policies regarding copyright, patents, and trademarks. This applies to the downloading or distribution of protected material in any form, including text, photographic images, audio, video, graphic illustrations, and computer software.

Students must refrain from the following activities:

- Using computing resources to violate any college policy or regulation, or federal, state or local law including those related to copyright, patents, and trademarks.
- Entering, without authorization, into any user account to use, read, transfer or change the contents in any way.
- Using computing facilities to send obscene, abusive, threatening, defamatory, or harassing messages.
- Using the resources for activities not directly related to academic or research endeavors in such a way that it causes disruption to other users.
- Installing or using unauthorized copyrighted materials or licensed software.
- Using computing resources to interfere with the normal operation of college computing systems and connected networks including, but not limited to, introducing viruses, flooding the network with messages, sending chain letters, or unfairly monopolizing resources that results in the exclusion of others.
- Sharing or downloading of copyrighted material without permission is illegal and as such is against college policy. If you share copyrighted

files without the permission of the copyright holder, you are breaking the law and may face civil and/or criminal prosecution, in addition to college discipline.

- Intentional failure to comply with this policy may result in action that may include suspension of user privileges or other disciplinary action.

## **Library**

The St. Francis College Library is the center of academic pursuit at the College. Click here (<https://library.sfc.edu/home/>) for more information.

The Library's hours of operation vary. During the week prior to finals and the week of finals, hours are extended to meet students' needs.