

Priority Statement: Standard IV – Support of the Student Experience

This working group will be fully applying the Criteria For Standard IV; Support of the Student Experience, as set forth by Middle States, with the exception of Criteria 5, which is deemed not relevant to the Queens College community. As such, this working group will perform comprehensive reviews and assessments of the following:

- The College’s printed materials to ensure that accurate and comprehensive information about educational costs and means to pay for those costs is readily available to students. Policies surrounding student appeals of financial holds, as well as when students are dropped from classes for non-payment. (Criteria 1a)
 - Procedures for the assignment of underprepared students to “remedial” courses such as English 95; as well as nontraditional programs such as English Language Institute, National Student Exchange, and Students of Promise. (Criteria 1b)
 - New student orientation, academic advisement, and counseling services. (Criteria 1c)
 - Degree completion rates, attrition due to transfer, and post-graduation placement in jobs, internships, and graduate programs. (Criteria 1d)
 - Standard operating procedure for the evaluation of transfer credits, experiential learning (ACE Program), and other alternative learning opportunities. (Criteria 2)
 - The College’s policies regarding the maintenance and security of student records. (Criteria 3)
 - Non-competition athletics and recreation programs, as well as student clubs and organizations. (Criteria 4)
 - Whether student service programs and offices conduct periodic assessments of the effectiveness of their offered services. (Criteria 6)

Documentation Roadmap (by related criteria):

Criteria 1a: Student bulletins, financial aid information, Honors & Scholarship materials, and student affairs loans/grant information provided to new and returning students.

Criteria 1c: Items explaining orientation, advisement, and counseling programs, including new student guide, student bulletin, advisement manual, peer services

Criteria 1d: Dashboard information from Stuart and Meg including degree completion and transfer out data, data from Career Development, National Clearinghouse data

Criteria 2: Operating manuals from transfer advising as well as the transfer honors program

Criteria 3: Campus FERPA policy including how widely it is available to the campus community and how frequently those with access to student records are trained

Criteria 4: Documentation from Campus Recreation and Student Life offices regarding the programs and services they offer

Criteria 6: Assessment documentation and statistical information from those student service offices that conduct such assessments

All Criteria: 2007 Middle States self-study will be reviewed to ensure accurate connection to past reviews.