



# Policy

**Policy Title:** Student Services

**Number:** B1010

**Policy Type:** Board - Strategic Outcome

**Responsible:** President

**Related Policies:** [B1000](#), [B1002](#)

**Linked Operating Standards:** [Axxx Student Services Monitoring Report Development](#)

**Related Laws:** None

**Related External Standards:** [NACADA](#); [NASPA](#); [ACPA](#); [CAS](#); [ICCB Administrative Rules](#)

**HLC Criterion:** 2B; 3A, 3B, 3E, 3F; 3G, 4B.

## Policy Statement

Student Services advance the College's mission by providing integrated, student-centered supports that enable students to identify, pursue, persist in, and complete their educational goals.

These services function as a coordinated student matriculation pipeline spanning recruitment, onboarding, enrollment, academic support, engagement, and post-completion transition. Through this continuum, Student Services contribute to student success, equitable outcomes, and the effective deployment of institutional resources across the student lifecycle.

Student Services encompass recruitment, intake and onboarding, advising and counseling, financial aid, accessibility services, learning support, co-curricular and extracurricular engagement, and career and transition supports designed to remove barriers, promote informed decision-making, and strengthen student persistence and completion.

The College affirms its responsibility to sustain and continuously improve Student Services in ways that are proactive, accessible, equitable, and aligned with institutional priorities for student success.

## **The Board recognizes that:**

- **Students** benefit from timely, personalized, and technology-enabled services that support informed educational planning, academic progress, persistence, and successful completion across diverse academic, personal, and financial circumstances.
- **Communities** benefit when students persist, complete credentials, and are prepared to contribute to the region's social and economic vitality.
- The **institution** benefits when equitable access to Student Services improves outcomes for historically underrepresented and underserved populations, strengthens enrollment stability, and supports effective stewardship of institutional resources.

**To honor these values, the Board expects Student Services to:**

1. **Support Student Interest and Enrollment** – Provide recruitment, onboarding, and intake processes that are accessible, timely, and responsive, supporting informed enrollment decisions and appropriate placement into academic pathways.
2. **Enable Academic Progress and Persistence** – Deliver advising, counseling, and learning support services that promote continuous enrollment, credit accumulation, and progression toward educational goals.
3. **Improve Retention and Completion Outcomes** – Coordinate services that address academic, financial, and personal barriers to student success and support timely credential attainment.
4. **Ensure Equitable Access to Core Student Supports** – Provide equitable access to advising, financial aid, accessibility services, learning resources, and co-curricular opportunities across all student populations and service areas.
5. **Promote Student Engagement and Development** – Support co-curricular and extracurricular activities that enhance student engagement, leadership development, and connection to the College community.
6. **Demonstrate Results Through Evidence** – Provide measurable outcomes through SCCES Key Performance Measures and Indicators, including:
  - Student retention and persistence trends
  - Advising access and satisfaction
  - Enrollment yield and progression outcomes
  - Student completion outcomes
  - Financial aid access and compliance
  - Equity gaps in Student Services outcomes.

**Assessment & Monitoring**

The Board will assess institutional performance relative to this policy through annual Monitoring Reports that provide clear and sufficient evidence of results. These Monitoring Reports shall serve as the primary evidence base for evaluating presidential effectiveness related to Student Services within the President Evaluation Instrument.

Change Log		Governance Unit: Board of Trustees
Date	Description of Change	
03-07-22	Initial Adoption	
12-05-22	Added Deployment Measures	
03-21-24	Board Reviewed, No Changes	
12-18-25	Board Reviewed, No Changes	
08-21-25	Board Reviewed, Minor Grammatical/Punctuation Changes; HLC Criterion Updated	
	Major revision. Aligned w/ Monitoring Report expectations and Admin OS	
05-21-26	Board Reviewed	