

Core Requirement 2.10

The institution provides student support programs, services, and activities consistent with its mission that are intended to promote student learning and enhance the development of its students.

Impact Statement

The consolidation of Baton Rouge Community College (BRCC) and Capital Area Technical College (CATC) has resulted in increased student services and more efficient service management. The merger served to streamline processes and procedures while providing enhanced resources for students throughout the college. Access to greater services has enhanced student engagement to improve graduation and retention rates. Merging the community and technical colleges has created a cohesive transitional experience with access to a wider selection of majors, careers to choose from, support programs, and activities that promote student learning and enhance the development of its students.

Rationale

Baton Rouge Community College provides a variety of student support programs, services, and activities that are aligned with the College's mission to "identify and meet the educational and workforce needs of the community through innovative, accessible, and dynamic programs." Staff is responsible for planning and promoting support services for prospective, new, continuing, and transfer students. A comprehensive list of student programs and services can be found on pages 61 through 75 in the BRCC Catalog ([Figure 2.4.3](#)). New student orientation and college success skills classes provide students with information regarding programs and services. These services and activities include recruitment, admissions, assessment, advisement, student records, new student orientation, financial aid, career centers, disability services, counseling, Single Stop, and other student programs and services.

The services that BRCC provides that are specific to students' academic support are discussed in *Comprehensive Standard 3.4.9* which is included in Part B of this document.

The Office of Admissions serves as the official access point for students ([Figure 2.10.1](#)). BRCC has an open-door admissions policy. Graduates of state-approved high schools, home-schooled students, and individuals who have obtained the General Equivalency Diploma (GED) or HiSET Certificate are eligible for admission. Students are admitted without regard to race, religion, sex, national origin, age, disability, marital status, or veteran status. At a minimum, all students applying for admission must submit the following items:

- BRCC Online Application
- High School Transcript or GED/HiSET Certificate
- Official ACT/SAT scores or complete the COMPASS placement test
- Immunization Record
- Proof of Registration with Selective Service if applicable

In addition to the information above, international students must provide a certified English translations of their high school transcripts, financial information disclosure for a full academic year, and original Test of English as a Foreign Language (TOEFL).

The College Career Center ([Figure 2.10.2](#)) provides assistance and information about choosing a program, exploring job interests, learning about job requirements and salaries, selecting a career, preparing resumes and other job search tools, and teach job search strategies. In addition, direct assistance for obtaining internships and career related work experience is provided through partnerships with local and regional employers. Various diagnostic inventories are available to assist students in identifying career interests and goals as well as resume building tools. This Center also disseminates information on career opportunities through in-person and virtual resources such as College Central Network®. Additionally, the Career Center hosts a variety of events such as on campus interviews, Career Week, and mock interview days. Career Services are housed on the Mid City Campus and, on the Acadian Campus, in the Student Success Center.

BRCC is committed to providing counseling/advising services to students in need of personal and academic support. These services provide information and resources to students in an effort to enhance their ability to solve educational as well as personal problems that may hinder their educational growth and potential. Short-term personal assistance and crisis intervention are available on a limited basis.

Students who are in need of services for disabilities are advised to contact the Disability Services Office. BRCC is in compliance with the regulations of the Americans with Disabilities Act as Amended along with Section 504 of the Rehabilitation Act of 1973. Reasonable accommodations for qualified persons with disabilities are made provided that the student has self-identified with the office of Disability Services and has provided the appropriate documentation. The Office of Disability Services is located on the Mid City campus with a satellite office on the Acadian Campus in the Student Success Center.

Baton Rouge Community College participates in the Title IV Federal Student Aid program. The Financial Aid Office ([Figure 2.10.3](#)) encourages and promotes financial aid programs that remove financial barriers to ensure access to all students in pursuit of academic excellence, economic opportunity and personal achievement.

Baton Rouge Community College provides orientation for first time freshmen. Students view an online orientation presentation prior to scheduling the on-campus orientation. Students schedule campus orientation based on the site they will attend. Parents are also welcome. Upon completion of orientation students will know what is expected of them in college, services that are available, and key college policies and procedures.

The Recruitment Team of Enrollment Management coordinates and develops a recruitment strategy focusing on the increase of student enrollment and retention in the region. The team acts as a liaison with local, state, and national resources to develop and maintain current resources for student recruitment.

Recruitment is a comprehensive process that includes activities prior to registration and during the academic year. It also promotes the development of networking relationships between the College and students in order to improve the overall educational experience. The Recruitment Team develops strategies to maximize the recruitment of students based on local needs and the

analysis of statistical data. The College is a member of the Louisiana Association of Collegiate Registrars and Admission Officers (LACRAO) and promotes all BRCC's programs and services through creative innovation and relevant outlets while strengthening the college's presence and involvement in the region

The Registrar's Office is responsible for student registration services and serves the College as the official custodian of students' records. BRCC retains official student academic records (enrollment and credit earned) in perpetuity. This office is also responsible for class scheduling, academic transcripts, grades, and graduation. The primary mode of registration is online.

Single Stop assists students by connecting them with state and federal financial resources and community services that can help them overcome financial barriers, continue with their education, and move towards economic mobility. Through an electronic screening process, students learn of their eligibility for multiple government and community benefits and receive guidance in the application processes, which includes a follow-up to ensure receipt of benefits. Single Stop services include benefits screening, tax preparation, financial advising, and legal assistance.

The office of Student Programs and Resources (SPAR) contributes to the holistic education of all students by enhancing their experience outside of the classroom through co-curricular learning opportunities, supporting student clubs and organizations, encouraging leadership development through practical experience, and developing collaborative community partnerships. The SPAR office is instrumental in supporting and assisting the Student Government Association in governance issues and the coordination and implementation of student events and activities.

Supporting Evidence

- [Figure 2.4.3](#) BRCC 2013-2014 Catalog
- [Figure 2.10.1](#) BRCC Office of Admissions
- [Figure 2.10.2](#) BRCC College Career Center
- [Figure 2.10.3](#) BRCC Financial Aid Office