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OVERVIEW AND INTRODUCTION

A Student Affairs Guide to Helping Students Succeed at PSU: Purpose

This Guide is designed to serve faculty and staff at Portland State University in understanding and utilizing the services and programs of Student Affairs at PSU. Faculty and staff share responsibility for the academic success and development of students. By knowing better what student affairs units do, and more important, why they do what they do, faculty and staff will be better able to access and utilize those skills and resources. The Mission of Student Affairs, Principles of Good Practice, and Theoretical framework informs this guide.

The Mission of the Student Affairs Division of Portland State University:
1) To Facilitate and enhance student learning and success through intentionally connecting parts of the student experience into a whole.
2) To enrich and complement student learning by providing opportunities for involvement in meaningful activities within the University community and the larger urban community.
3) To provide services that facilitate a student’s transition to the University and remove barriers to student success.

Principles of Good Practice in Student Affairs

Student affairs and college student development professionals share a core set of beliefs, assumptions, and values, which guide our work. Laid out in Principles of Good Practice for Student Affairs (American College Personnel Association and National Association of Student Personnel Administrators, 1997), these principles state:

Good practice in student affairs:
- Engages students in active learning.
- Helps students develop coherent values and ethical standards.
- Sets and communicates high expectation for student learning.
- Uses systematic inquiry to improve student and institutional performance.
- Uses resources effectively to achieve institutional missions and goals.
- Forges educational partnerships that advance student learning.
- Builds supportive and inclusive communities.

These practices are not unique to student affairs professionals. Many faculty and staff members share some or all of these ideas. Collectively, however, they define and explain why we Student Affairs professionals do what we do.

The Theoretical Framework of Student Affairs

Student Affairs staff members are professionals who draw upon a number of different theory bases to guide their work. Psychosocial development theory informs us of some of the predictable issues mastered by students in their time in college. Theory of cognitive development, particularly epistemological development, helps us understand changes in the ways students understand knowledge and authority. The field of counseling helps us understand career development, group dynamics, and identity issues faced by students. Management theory guides much of our organizational and administrative nature. Research on student learning and student experiences helps us design environments supportive of the learning and growth of all students, including those traditionally underrepresented in higher education.
Of particular relevance is the familiarity that most student affairs professionals carry of theories of how students learn in college, how their assumptions of knowledge, authority, and role of peers change while in college, and how more complex ways of knowing can be facilitated. Drawing in particular upon the research of William Perry (1970), Marcia Baxter Magoda (1992), and Patricia King and Karen Kitchener (1994), student affairs professionals are familiar with how student learning can be enhanced both within and outside the classroom. Additionally, theories of student involvement and psychosocial development enable us to foster environments and experiences that support the retention of students, and help them apply co-curricular learning to their academic experiences.

FREQUENTLY ASKED QUESTIONS

This section provides a quick reference guide to many student issues faced by faculty. It provides a listing of offices to which you can refer students or where you can gain support for resolving the issues yourself. A more detailed listing of the departments within Student Affairs follows this section, including contact information.

Where can I refer students having academic difficulty?

- Information and Academic Support Center (IASC) 5-4005
  - Academic Support Program 5-9549
  - Disability Resource Center 5-4150
  - Veterans’ Services 5-3876
- Educational Equity Programs and Services (EEPS) 5-4457
  - Skill Enhancement and Tutoring
  - Ethnic Student Advising
  - EOP/Student Support Services
- Writing Center 5-3570
- Math Learning Center 5-3041
- University Studies Mentor Program Director
- International students having academic difficulties should be referred to the office of International Student Services: 5-4094.

Workshops on time-management, note taking, and test taking are offered at the beginning of each term and are available on videotape at any time, college success courses are also offered; contact IASC for details. Counseling and Psychological Services periodically offers workshops on test anxiety, stress management, and health related challenges; staff members will work with students on an individual basis.

How do I work with a student who has a learning disability or other disability?

- If a student has a documented disability and has met the eligibility criteria established by the Disability Resource Center (DRC) in order to receive academic accommodations, faculty are legally required to make the accommodations. For information about students’ eligibility for accommodations, faculty should contact DRC at 5-4150.
- If a student reports having a learning disability, but has no documentation, faculty should encourage the student to obtain documentation through referral to DRC. Faculty should not provide any accommodations for speculated disabilities unless authorized by DRC.
- If faculty suspects that a student has a learning disability, contact the DRC prior to any discussion with the student. The DRC will provide background or supporting information on “what constitutes a learning disability at PSU.”
A student is having financial problems. Where can I refer them?

- Financial Aid (for possible changes in awards)----------------------------- 5-3461
- Career Center (for employment possibilities)----------------------------- 5-4613
- Student Legal Services (for legal options regarding bills)----------- 5-4556
- Business Affairs office (for short term loan)------------------------ 5-3443
- International Student Services---------------------------------------- 5-4094.

Where can I refer students having questions about credits or academic requirements?

- IASC --------------------------------------------------------------- 5-4005
- The student’s academic department
- LAS (College of Liberal Arts and Sciences) Advising Center ----------------- 5-3514
- Degree Requirements (part of Admissions, Registration, and Records) ----- 5-3438
- DARS (computerized degree audit report available via the web)---------- 5-8145
- International Student Services ---------------------------------------- 5-4094

Where can I refer students who have career concerns?

- Career Center 5-4613 or Counseling and Psychological Services -------- 5-4423

What can I do when a student is having personal or interpersonal problems?
Depending on the nature of the problem, many of the offices listed in this guide may be appropriate sources of support for you as you work with the student, or be appropriate referral sites. Letting the student fully discuss the issues with you may help clarify which support services are most appropriate. In particular, referral to CAPS (especially for adjustment issues or psychological problems), or the Office of Student Affairs (for conflict resolution and/or judicial concerns) may be warranted.

Where can I refer students who have childcare concerns/parenting issues?

- Student Parent Services --------------------------------------------- 5-5655
- The Helen Gordon Child Development Center ------------------------ 5-3092
- Associated Students of PSU’s Child Care Center

What can I do about disruptive students?
If a student’s behavior presents an immediate threat to other students or the instructor, contact Campus Public Safety (5-4404). Once the immediate situation has been resolved, contact the Office of Student Affairs to discuss options for follow up, including possible use of the student judicial system. The Code of Student Conduct and Responsibility explicitly states that disruption of teaching and learning is prohibited and the use of the judicial process may be a means of addressing the behavior. See Code of Conduct online at <www.ess.pdx.edu/osa/osa_b.htm>

Who can help me deal with harassment?

- Student to Student: Office of Student Affairs -------------------------- 5-4422
- Student to Instructor/Staff: Office of Student Affairs and Affirmative Action ------ 5-4417
- Instructor/Staff to Instructor/Staff: Office of Affirmative Action/Ombuds Office---- 5-5901
- General: Members of the Sexual Harassment Network/Ombuds Office--------- 5-5901

How do I handle academic dishonesty?
A faculty member can choose to handle issues of academic dishonesty solely within the context of the course, may document the academic dishonesty with the Office of Student Affairs, or may
choose to process the misconduct through the judicial process. If addressing academic dishonesty directly, the faculty has the purview to sanction the student with a modified grade for the assignment with which academic dishonesty is associated. Faculty may not sanction the student by modifying the course grade. If the faculty member wishes to pursue charges through the student judicial system, contact the Office of Student Affairs at x5-4422. See the Code of Conduct online at <www.ess.pdx.edu/osa/osa_b.htm>

**Who on campus handles veterans’ issues?**
- IASC (advising) - 5-3876
- Admissions, Records and Registration (certification) - 5-3411

**A student is having course registration difficulties. Who can help?**
- Admissions, Records and Registration - 5-3511
- Academic departments
- IASC - 5-4005
- CLAS - 5-3514
- International Student Services - 5-4094.

**Who handles appeals of decisions or deadlines?**
- See the Bulletin for more detailed information
- IASC has information
- Academic Appeals Board- the Academic Appeals Board hears appeals from students about prejudiced or capricious evaluations from instructors. Appeals may be filed with the board after the student has consulted the instructor, department chair, and dean of the school or college. If these attempts to resolve the issue have been unsuccessful, a student may file an appeal with the Academic Appeals Board by writing a letter and submitting it in the Office of Student Affairs, 433 SMC.

- Deadline Appeals Board- Appeals for extension of deadlines (most often, deadlines for waiving late registration fees and for changing classes) may be filed at the Admissions, Registration, and Records offices. Petition forms can be obtained at Admissions, Records and Registration. Petitions to the Deadline Appeals Board may be filed only for deadlines in the current term. The Scholastic Standards Committee handles late appeals.

- Scholastics Standards Committee – This committee hears petitions regarding the reinstatement of students who have been dismissed from the University because of academic performance. It also handles appeals concerning waiver of fees, grade changes, etc., which are filed after the term in which the issues arose. Petitions can be obtained at Admissions, Records and Registration or IASC.

- Academic Requirements Committee-this committee hears requests from students for exemption from or modification of university academic requirements and issues about initial undergraduate admissions decisions. Petitions are available at Admissions, Registration, and Records or IASC.

**Where can I refer a student who wants to transfer to another institution?**
- Requirements for admissions and credit transfer to other institutions are handled by the receiving institution. Students should consult the catalog of the institution to which they
wish to transfer for relevant regulations. Most university catalogs are now available on the Internet.

- Students intending to transfer should be reminded to keep their syllabi, texts, and written work for all courses they wish to transfer.

- Underlying many questions about transfer issues is concern about transferability of courses taken within the University Studies Program. While it is always the prerogative of the receiving institution to determine how credits transfer, an agreement with the OUS institutions has determined how a full year of Freshman Inquiry (with a grade of C- or better each term) will transfer. Freshman Inquiry is accepted at Eastern Oregon University, the University of Oregon, Oregon Institute of Technology, Southern Oregon University, and Oregon State University as:

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<td>WR121 Arts and Letters</td>
<td>3</td>
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<tr>
<td>Social Science</td>
<td>4</td>
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<tr>
<td>Science</td>
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  (except Oregon State University, which grants 4 credits of elective instead of 4 credits of science.)

- If students who are already enrolled at another institution have trouble getting their PSU credits transferred, they should be referred to the University Studies at 5-5818.

How can I help a student who is having a problem with another faculty member?

- Ombuds Office 5-5901. If the concern is about assignment of a grade, the student should follow the policies described above in academic appeals. Talk to Department chair first.

Where can I refer a student needing advising who does not yet have a major or who has not yet been admitted to PSU?

- IASC 5-4005
- CLAS Advising Center 5-3514
- Academic departments
- Career Center (does not serve non-admitted students) 5-4613
- International Student Services 5-4094

What resources exist to help students who have transferred to PSU?

- Students who have transferred to PSU constitute the majority of our entering students. The summer orientation program has sessions designed specially for transfer students.

- Academic advising for transfer students who do not yet have a major or who have questions about their general education requirements is handled at the IASC.

- Evaluations of course credits taken at the other institutions are produced by the Admissions Office. Students receive a copy with the admission letter; faculty may access these evaluations online through the DARS menu on the faculty web. Questions about specific course equivalencies not resolved by the Admissions Office should be referred to the comparable academic department at PSU.

- Generally, transfer students should be encouraged to become involved in the campus community, through academic organizations, student clubs and organizations, and informal
contacts with other students. The Student Activities and Leadership programs can assist student organizations seeking greater involvement in the PSU community.

**What can I do when I have concerns about mental health/stability of students?**

- Referral to Counseling and Psychological Services (CAPS) 5-4423 is often appropriate. Walk-in appointments are available in crisis situations. Situations that pose an immediate threat to the student or another’s health should be handled by Campus Public Safety, 5-4404.
- The Disability Resource Center can assist you in making any necessary course accommodations for students with emotional disabilities, 5-4150.
- Often students are reluctant to independently follow up on a referral to CAPS. It may be very helpful for you to assist the student in making an appointment, or walk the student to the CAPS office. Occasionally, the Office of Student Affairs is an appropriate contact if the situation is not immediately critical and the student’s behavior is disruptive to learning.

**What resources exist for part time students?**

- Most resources at PSU are available to students regardless of the number of credits they are taking. The few exceptions are listed below.

  - Students taking 4-8 credits are permitted to use Health Services, Counseling and Psychological services, and enroll in the student health insurance program if they pay the health fee within the first fifteen days of the term. Students taking 1-3 credits may not use these services.
  - Part time students (those taking eight or fewer credits) do not pay the incidental fee, and thus are not eligible to participate in programs funded by that fee. In particular, part time students are not granted free admission to athletic competitions, nor are they eligible for subsidized rates at the Helen Gordon Child Development and ASPSU Child Care Center.
  - Most forms of financial aid require that students be admitted and enrolled at least halftime (for undergraduates and post baccalaureate students, six or more credits). Individual scholarship programs vary in their requirements –some are available to part time students.
  - Career services are available to all admitted students, regardless of the number of credits they are taking.

**How can I help students for whom English is not their native language?**

- If a student is an International student (i.e., not a US resident or citizen), contact the English as a Second Language (ESL) program in Applied Linguistics (5-4088). The program co-coordinator can recommend an appropriate support course.
- If the students are residents of the US, course work in the English for Non-native Residents (ENNR) program may be appropriate. This program is also part of Applied Linguistics.
- For immediate tutoring help, the Writing Center often has tutors specifically trained in working with students who are non-native speakers of English. Additionally, you may wish to contact the Applied Linguistics program to see if any of their graduate students may be available to tutoring.
- Tutoring is also available in the IASC.

**What are the issues of and resources for returning students?**

Returning students often come back to college at the same time as other major changes in their lives occur –career changes, changes in marital/partner status, changes in the presence of children in their lives. Faculty should be aware that it is common for returning students in their
classes to have many changes to manage at the same time. Additionally, returning students are more likely to have children or elders to care for, to be employed and to have other priorities that compete for their attention. While they have multiple commitments, returning students tend to do well academically. However, at first they may be apprehensive about their skills, depending on the length of their absence from formal schooling, and their other life experiences. It is common for returning adults to have concerns about their math skills and possibly their computer and library skills. Careful attention to their placement in appropriate math courses is warranted. Currently math placement is being done by having a conversation with someone in the department.

Resources for returning women students exist at PSU:
• A credited Returning Women’s Workshop is offered fall and winter terms through the Women’s Studies department.
• Some returning adult students are veterans of military service, and may utilize Veterans’ Services (IASC).
• Many returning students are parents, and may benefit from referral to Student Parent Services (5-5655).
• Study skills workshops are offered each term in the IASC

Whom should I call in a medical emergency?
• If the situation is life threatening, call 911.
• If the situation is not immediately life threatening, but still urgent, call Campus Public Safety (5-4404).

LISTING OF STUDENT AFFAIRS DEPARTMENTS
FOLLOWS THIS SECTION
DIVISION OF STUDENT AFFAIRS

OFFICE OF THE VICE PROVOST FOR STUDENT AFFAIRS
Dr. Douglas N. Samuels
Vice Provost for Student Affairs
www.ess.pdx.edu/osa
349 Cramer Hall
(503) 725-5249

The Office of the Vice Provost for Student Affairs is the central administrative office for the Division of Student Affairs. The Vice Provost provides leadership and administrative oversight to the Division.

STUDENT AFFAIRS DEPARTMENTS

OFFICE OF STUDENT AFFAIRS
Wendy Endress
Associate Vice Provost for Student Affairs and Dean of Students
433 Smith Memorial Student Union
(503) 725-4422

What do we do?
The Office of Student Affairs (OSA) serves as a central point of reference for student issues and concerns. Like many “Dean of Students” offices, OSA is charged with administering the Code of Student Conduct and Responsibility. The office is also the starting point for students to initiate various procedures, such as academic appeals or student-to-student conduct complaints. The office of Student Affairs is also the umbrella office for Student Legal Services, the Multicultural Center, Ambassador Program, Campus Recreation, Student Activities Leadership Program, and Housing and Residence Life.

Why do we do what we do?
The various services housed in the Office of Student Affairs may be needed by all students at one time or another. As a link to all academic areas and student services offices, OSA can be a source of information and referrals for students and faculty.

How do we support the academic success of students?
The Office of Student Affairs supports the academic success of students by providing accurate information and referrals for students who need assistance and by smoothing some of the transitions inherent in attending the University.

How can we assist faculty?
The Office of Student Affairs provides information on policies and procedures and can assist faculty with student crises, discipline issues, and referral questions as well as issues of classroom disruption or academic dishonesty.

OFFICE OF STUDENT AFFAIRS: STUDENT LEGAL AND MEDIATION SERVICES
Adrienne Nelson, Coordinating Attorney
401 Smith Memorial Student Union
(503) 725-4556
www.ess.pdx.edu/sls
What do we do?
Student Legal and Mediation Services (SLMS) provides confidential, professional advice and assistance to currently attending PSU students on a wide range of legal issues including problems with off-campus housing or legal family issues. SLMS is available to provide information, resources and referrals for student issues. SLMS also presents short introductory information sessions to students on various issues. In light of current events, for students called to active military duty, Student Legal and Mediation Services can assist with drafting wills and Powers of Attorney. For international student being questioned by federal and local agencies, Student Legal and Mediation Services can help protect their rights. Note: Students must have a student ID with a current validated sticker to be seen.

Why do we do what we do?
The main goal of Student Legal and Mediation Services is to increase student success and retention. By assisting students to work through legal issues that would otherwise divert attention from their studies, SLMS helps students stay in school and finish their educations. Another primary goal of SLMS is to equip students with necessary skills to navigate the legal system when necessary.

How do we support the academic success of students?
Student Legal and Mediation Services helps to remove outside obstacles from students’ lives that might prevent academic success. In addition, SLMS helps equip students with life-skills necessary to cope more successfully with legal issues in the future, which increases student confidence both in class and out.

How can we assist faculty?
When faculty members encounter students having difficulty succeeding in their studies due to outside legal issues or questions that are interfering, Student Legal and Mediation Services is a resource faculty members can refer students to for help in resolving these issues. This redirects students’ focus back to their studies and academic success.

In addition, SLMS can present workshops on current issues for student groups, we can present brief introductions on topics like preventing internet fraud, legal issues and terminology, dealing with police officers and other state agencies, sexual harassment policies in the workplace, wage and hour questions, open public meeting and records laws for student leaders or interested classes. SLMS has many educational brochures and pamphlets as well as a website to help educate our students. Further, SLMS has created a short survey for students to assist us in identifying student needs when addressing their issues, both legal and non-legal. SLMS is more than happy to provide these to interested faculty and assist with administering and collecting the surveys.
What do we do?
We provide opportunities for students to participate in activities that complement what is learned in the classroom. Through the development of knowledge, skills, and attitudes that are learned through participation in leadership, governance or service activities, students gain competencies that enhance what they are learning in the classroom. Examples of these activities include serving as the president or coordinator of a service or cultural organization, being elected to a position in student government, working with faculty and University leaders, and being appointed to university committees.

Why do we do what we do?
Out-of-class learning develops the whole person, contributes to a holistic education, and gives students the opportunity to learn and practice skills and competencies in a supportive environment. In many cases, students make connections between what they are learning in their courses and apply the knowledge experimentally. We know that student involvement in campus life assists students in making connections; increases retention and student satisfaction; and often results in higher academic achievement.

How do we support the academic success of students?
We encourage students to become involved in activities that will complement their coursework and support their learning. We strive to assist students to reflect upon the meaning of their involvement in activities. We encourage students to be active and responsible learners.

How can we assist faculty?
Student Activities assist faculty in working with students who are planning programs and events that are connected to their academic interests, by assisting with access to funding sources and by communicating to faculty the nature of the programs and events planned for the campus. Student Activities encourage student organizations and student government to collaborate with faculty and departments in campus event planning.

Office of Student Affairs: Housing and Residence Life
Housing & Residence Life
Montgomery Hall
(503) 725-2450
www.reslife.pdx.edu
www.aux.pdx.edu/housing

Donald Yackley
Director of Residence Life
433 Smith Memorial Student Union
(503) 725-2455

Julie North
Director of Auxiliary Services
116F Smith Memorial Student Union
(503) 725-9790
**What do we do?**
Housing and Residence Life manages 11 buildings on the Portland State University campus, providing a variety of housing options ranging from apartments to traditional hall communities partnered with community development designed to enhance the educational experience. Providing this service is a partnership between Auxiliary Services and Student Affairs and the program is committed to providing safe, affordable and well-maintained housing that enhances students’ education.

**Why do we do what we do?**
A residential experience that meets students’ basic needs and enhances their educational experience promotes academic success.

**How do we support the academic success of students?**
Our Residence Life staff focuses on providing programming that promotes community development, learning, and responsibility in order to facilitate an atmosphere conducive to intellectual and personal growth. Initiatives range from social and recreational events to skill workshops, discussion groups and cultural exchanges. Staff provides leadership opportunities for student s that contribute to their overall academic experience.

**How can we assist faculty?**
We are glad to accommodate faculty requests for assistance in promoting academic programming, or to respond to housing issues brought to their attention by students that may affect a student’s ability to succeed academically.

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**OFFICE OF STUDENT AFFAIRS: WOMEN’S RESOURCE CENTER**
Aimee Shattuck, Coordinator
28 Smith Memorial Student Union
503-725-5672
[www.ess.pdx.edu/women](http://www.ess.pdx.edu/women)

**What do we do?**
We provide resources such as a lending library of books and videos, community agency brochures, free condoms, feminine products, job and scholarship information, and community event information. We also do domestic violence and sexual assault intakes on campus, information and referral, and support. We organize many events throughout the year including plays, conferences, speakers, and workshops.

**Why do we do what we do?**
Our mission is to empower women and to encourage their active and equal participation in all levels of the university community and the larger society. We encourage the participation of ALL people in the community as we strive to provide a safe and supportive environment for self-identified women.

**How do we support the academic success of students?**
We provide research materials such as books, videos, bibliographies, and articles. Most of our events are educational or informative in general. Furthermore, we support student’s success by supporting their social, emotional, and safety needs.

**How can we assist faculty?**
We have a great deal of videos that can be shown in classrooms. Many faculty find that our events supplement their lectures and provide extra credit for students that attend. In addition, we are available to speak in classes on a variety of topics.

**ADMISSIONS, REGISTRATION, AND RECORDS**
Agnes Hoffman
Associate Vice Provost for Student Affairs and Enrollment Management
105 Neuberger Hall
(503) 725-5505
[www.ess.pdx.edu/adm](http://www.ess.pdx.edu/adm)

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<td>New Student Orientation</td>
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<td>5-3401</td>
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<td>Veterans Affairs</td>
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**What do we do?**
The Office of Admissions, Registration, and Records engages in prospective student recruitment throughout the western states; admission application processing and evaluation; Orientation and New Student Week Program Planning.

Our services include:
- Quarterly classroom scheduling and publication of class schedules
- Student registration for classes
- Maintenance of the Student Information System database for the university
- Official academic record keeping and transcript generation
- Degree auditing, clearance, and diplomas
- Enrollment verification/certification
- Commencement planning and events management
- Coordination of PSU-wide scholarships, application process, and award process
- Coordination of receipt and distribution of other institutional and donor scholarship funds to students

**Why do we do what we do?**
Consistent with the university and unit missions, the Office of Admissions, Registration, and Records promotes educational access and facilitates student transition to PSU in order to help students achieve their educational goals. Our office conducts programs for prospective students to communicate the merits of the PSU degree, as well as assist students in making an appropriate college selection. We serve as a primary source of socialization into PSU.

We convey the university’s expectations of students and the messages that learning is the key goal of college, and learning occurs both inside and beyond the classroom.

**How do we support the academic success of students?**
The Office of Admissions, Registration, and Records supports student success by providing information and access. Students need clear and sufficient information to make educational choices. They need staff that is able to assist them in evaluation of options, whether it involves transfer credit evaluation, class registration, or commencement planning.
**How can we assist faculty?**
Collaboration with faculty is vital to recruitment and retention of students. The college selection process most certainly hinges upon students’ perceptions of faculty and academic programs. Our partnerships with faculty in presentations to prospective students, as well as in the ongoing development of student services, ensure that prospective students’ perceptions of PSU upon entry are consistent with their experiences on campus. If their perceptions at entry are not consistent with their actual experience, then their likelihood of persistence is minimal. Thus, the Admissions’ staff involvement with faculty is critical to understanding and communicating an image of the university that matches reality.

The Admissions Office can provide support to faculty as they recruit students. Faculty often has contact with potential students and is frequently interested in the enrollment of students with particular interests and talents. Faculty and staff members’ effectiveness with potential students can be enhanced through collaboration with the Admissions Office for the provision of information about other aspects of the university.

Ultimately, the Admissions staff can help ensure that faculty members’ classrooms are filled with the type and quality of students they seek. In addition, the Admissions, Registration, and Records staff can help ensure that the students’ experience at PSU is positive and meaningful, such that these students persist in the attainment of a degree and become academic and financial supporters and lifelong learners.

**CAREER CENTER**  
Dee Thompson, Director  
402 University Services Building  
(503) 725-4613  
[www.career.pdx.edu](http://www.career.pdx.edu)

**What do we do?**
The Career Center provides students with the resources and guidance they need to choose a career or major; research career fields; and conduct effective job searches. The Career Center maintains an online database of jobs—“PSU Career Connect”--where students and alumni can access career positions, part-time jobs, internships and on-campus recruiting.

The Career Center provides one-to-one career counseling and career choice workshops for PSU students and alumni. The staff is trained to administer and interpret the Myers-Briggs Type Indicator with particular emphasis on career choice and work environments. The staff also administers and interprets the Strong Interest Inventory. Workshops on resume and cover letter preparation and effective interviewing are offered regularly. The staff assists students individually by critiquing resumes, cover letters, and graduate school applications; conducting videotaped mock interviews; and providing information on how to conduct a job search. The Career Center also teaches a 1-credit class, Career Planning (HUM199), each term.

**Why do we do what we do?**
The goal of the Career Center is to help students successfully transition from the University to the workforce by offering current and relevant information about career fields and how students’ skills, values, and interests may apply to the current job market. Most PSU students expect a
university degree to improve their career potential. The Career Center helps students understand their role and responsibility in achieving their own career goals.

How do we support the academic success of students?
The Career Center has extensive career information on its website to help students with career exploration, including “Career Center and Internet Resources by Major,” where students can research careers related to PSU academic majors. The Career Center also maintains a career library. Current and accurate information on qualifications and duties of various career fields should be made available to students as early as possible, ideally two or three years before graduation. To be successful in the job market, students need both education and relevant work experience; the Career Center can help students find work settings that support their career goals. The Career Center helps students assess their skills, abilities, values, and interests in relation to the world of work, so that they may make appropriate career choices.

How can we assist faculty?
The Career Center can support the teaching faculty by helping students better understand the relationship between academic programs and careers and by helping students develop practical experiences to complement classroom learning. At faculty request, counselors are able to make presentations and conduct workshops in classrooms on various topics including the Myers-Briggs Type Indicator, career options related to particular academic disciplines, Career Center resources, resume writing, and interviewing strategies.

CENTER FOR STUDENT HEALTH AND COUNSELING

Student Health Services
Sandra Franz, Director
1880 SW 6th
(503) 725-2800
www.shac.pdx.edu

What do we do?
• Provide primary health care to eligible PSU students (those taking 9 or more credits, or between 4 and 8 credits who have paid the student health fee).
• Provide health education to students on an individual basis and through a formal outreach program.
• Administer the health insurance program.
• Serve on appropriate university committees to address health related issues.

Why do we do what we do?
• Healthy students remain in school.
• Accessible health care may not be available to all, due to financial or time constraint issues.
• Healthy students are more capable of reaching their potential.
• A healthy environment is desirable for all students, faculty, and staff.
• The development of a healthy lifestyle will assist students throughout life to be more productive members of their communities.

How do we support the academic success of students?
• We assist students in developing healthy lifestyles so that they can more easily live up to their potential as students and achieve their academic goals.
How can we assist faculty?
- Offer presentations in the classroom on health-related topics.
- Provide credit-bearing classes related to health issues.
- Consult with faculty regarding health issues that arise in the classroom.
- Provide emergency health care to faculty.
- Provide (limited) preventive health information care to faculty (e.g., flu vaccines and cholesterol checks).
- Provide workshops that may relate to educational material presented in the classroom.

Counseling and Psychological services
Mary Beth Collins, Director
1880 SW 6th
(503) 725-2800
www.shac.pdx.edu

What do we do?
We provide personal counseling /psychotherapy and other psychological services to PSU students. Counseling /psychotherapy is provided in brief individual, couples, family and/or group modalities. Other services include psychiatric evaluation and treatment (medicine); alcohol and drug evaluation, education, referral, and some treatment; career assessment and counseling; learning disability and other forms of psychological assessment. CAPS also provides outreach activities (e.g. speakers for classes; workshops and presentations on various topics: Shrink Rap, a radio show on KPSU; and therapy –email, a non-confidential “advice” email service) and consultation to faculty and students on various psychological issues. We respond to campus emergencies of a psychological/mental health nature. Finally, we are a centralized testing site on campus, offering a range of academic/placement tests (e.g. MAT, CLEP) and information about national tests (e.g. GRE, MCAT, PRAXIS?).

How do we support the academic success of students?
Supporting academic success often takes the form of removing roadblocks, e.g. psychological problems like depression or test anxiety. Other times the task is more to provide a highly individualized form of learning (counseling or psychotherapy) to help students better understand and use what they are getting in the classroom. In many other cases, the primary task is to help students function better in relationships so that they can be more of a part of the campus community. In general, our goal is to help students mitigate problems, but also to recognize and develop strengths relevant to their academic pursuits. We also play several roles with students; our most frequent role is as counselor or therapist but we also function as mediators, advocates, brokers, trainers, and teachers when the need arises.

How can we assist faculty?
We see ourselves as being in a support role to faculty in dealing with students’ emotional and psychological issues. Sometimes this takes the form of consultation and providing advice regarding their management of a situation; other times a referral is involved. We also have particular expertise in issues of group process and the affective aspect of learning that might be of use to the faculty in a number of ways.

Educational Equity Programs and Services
Paulette Watanabe, Director
425 Smith Memorial Student Union
(503) 725-4457
What do we do?

Educational Equity Programs provide services to all students to enhance student academic skills for improved success in the classroom through tutoring and skills workshops. Educational Equity also offers comprehensive academic support services for specific populations of students through programs that receive federal and institutional support. Students from populations traditionally underrepresented in higher education, first generation students, and students from diverse backgrounds may apply to participate in programs that support students from entry into the university through graduation. College information and educational support services to students in many of the Portland metropolitan area and Hillsboro middle schools and high schools are also offered through two federally funded pre-college programs. Our programs strive to open the university’s teaching community to student populations whose access, retention, academic success, and graduation are most challenged by their race, ethnicity, disability, culture, income, and/or social class status. The programs provide resources and academic support services to welcome, value, encourage, and empower students to reach their fullest potential in education at all levels. Through its work in the Native American Student and Community Center, Educational Equity collaborates with local, regional and national Native people to create a educational environment supportive of native students and culturally enriching for the entire campus. Overall, the programs provide services that increase access to higher education, and services that help improve student academic success and satisfaction for all students, especially those from diverse and multicultural backgrounds.

Our services include:

- Skills Workshops, Group and Individual Tutoring
- Advising for Ethnic Students
- Diversity Recognition Scholarship Programs
- Portland Teachers Program (PTP)
- Educational Opportunity Program/Student Support Services (503) 725-3815
- Graduate Studies Advising
- Native American Student Services
- Native American Student and Community Center
- Pre-College Programs
  - a) Educational Talent Search: project PLUS (Middle and High School) (503) 725-4010
  - b) Upward Bound (503) 725-4010
- Project Connect: Mentors for Students of Color
- President’s Diversity Initiatives for Student Affairs

Why do we do what we do?

Students from backgrounds that are traditionally underrepresented in post-secondary education benefit from services tailored to help them navigate the academic environment. Often students from low-income, first-generation (parents have not completed a 4 year college degree), ethnic minority, and other underrepresented groups do not have family members to offer advice and guidance that promote success in college. Services such as academic advising, counseling, advocacy, mentoring opportunities, and scholarship information delivered by the multicultural staff of EEPS are available to students desiring this assistance. Because Portland State students come from a wide range of educational backgrounds, skills workshops and tutoring fill “gaps” in preparation and sharpen important skills.

How do we support the academic success of students?

Through its comprehensive programs, EEPS supports the academic success of students through personal, culturally competent academic advising, counseling, referral, instruction, mentoring,
and other activities. Through skills enhancement workshops and tutorial assistance outside of the classroom, student may achieve greater success in the classroom.

Pre-College: students at the pre-college levels from low-income families and/or whose parents are unfamiliar with college expectations gain greater access to higher education through TRIO programs that help prepare them for post secondary study (Upward Bound and Educational Talent Search: project PLUS) through increased exposure to information, career advising, tutoring, cultural, and motivational activities.

College: students from low-income, first-generation backgrounds and students with disabilities receive academic advising; personal counseling, tutoring services, and other support services that help them overcome barriers that may impede attaining their educational goals through our college Trio Program Educational Student/Student Support Services (EOP/SSS). Participants must meet program criteria to be admitted to EOP/SSS.

Students from racial and ethnic backgrounds, who have traditionally had low representation in college, receive scholarships and support services that give them the opportunity to enroll in college and pursue their educational goals, and make them feel a part of the educational community. Students see themselves as valuable contributors to the learning community of the university by sharing their cultural heritages in and out of the classroom and by exercising leadership. Mentors are available to help in this effort.

**How can we assist faculty?**
The EEPS staff provides information and consultation to faculty on the issues that may be barriers to the academic success of students from non-traditional backgrounds. Working collaboratively with faculty to assist individual students, EEPS staff foster and encourage the student/faculty connection. The EOP/SSS provides developmental and supplemental instruction to students who may have weakness in certain skill areas, thereby better preparing students for the work they encounter in the university courses. The diversity of racial and ethnic backgrounds of the EEPS staff provides a rich pool of multicultural perspectives that faculty can access. In addition, various staff members have networks in the ethnic communities where potential university community partnerships may be developed.

Faculty members are urged to encourage students to seek tutoring or attend the skill building workshops offered through Educational Equity. We welcome suggestions for workshop topics to meet the needs of students in specific courses, as well.

**Information and Academic Support Center**
Dan Fortmiller, Director
425 Smith Memorial Student Union
(503) 725-4005
www.ess.pdx.edu/iasc/

**What do we do?**
The IASC provides a central location on campus for all new students, as well as undecided/undeclared students to receive academic guidance and support services. All students should see an IASC adviser within their first 24 credits at PSU. In addition to advising, the IASC provides academic support to targeted populations such as those students on academic warning, academic dismissal and/or specially admitted. IASC also provides referrals to other advising/services on campus. In addition to advising, our services include:
• Academic Support Program: Liane Gough (5030 725-9549
• Community College Relations: Joan Jagodnik (503) 725-8387
• Disability Resource Center: Polly Livingston (503) 725-4150
• Student Athlete Advising: Kim Glanville (503) 725-2387
• Veterans’ Services: Chris Goodrich (503) 725-3876

Why do we do what we do?
Most students have not experienced an institution as large or as complex as PSU. We help students navigate through the system, provide them with realistic expectations, and ease their transition into university academic life.

How do we support the academic success of students?
The IASC supports the academic success of students by providing advising on general education and degree requirements and working with new students and those who have not yet selected a major. We offer free peer tutoring and workshops on study skills and time management. We advise students on academic warning, probation, and/or dismissal. The Academic Support Program specifically works with specially admitted students and those who become academically dismissed. The Disability Resources Center (DRC) works with students with disabilities to provide academic accommodations and assist faculty in understanding and meeting the needs of these students. The Community College Relations (CCR) program provides advising to students transferring from community colleges and acts as a liaison to local community colleges. Veterans’ Services provides advising and referral services to veterans who want to use their college benefits.

How can we assist faculty?
The IASC staff can provide consulting on issues of academic advising, academic support, students with disabilities, and students who are struggling academically. IASC can make class presentations on time management and study skills, and can handle referrals of students with needs in the above-mentioned target areas.